Chips

Club

House

Information

Processing

System

User Manual

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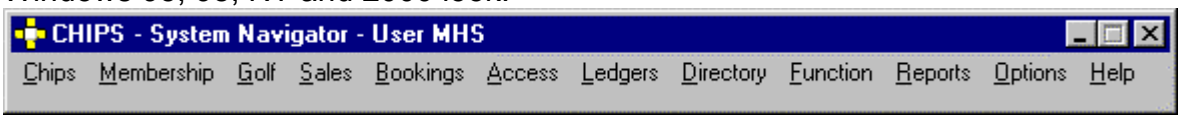
Chips

System Navigator

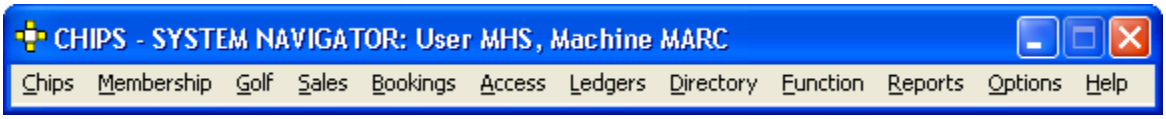
Chips is developed in full integration of Microsoft Windows© operating systems and is totally compatible with our Club Management Program, ***GCGold***.

Depending on your version of Windows, the appearance of ***Chips*** could be slightly different but of course the functionalities, menus and options will be the same.

Windows 95, 98, NT and 2000 look:


CHIPS - System Navigator - User MHS
Chips Membership Golf Sales Bookings Access Ledgers Directory Function Reports Options Help

Windows XP look:


CHIPS - SYSTEM NAVIGATOR: User MHS, Machine MARC
Chips Membership Golf Sales Bookings Access Ledgers Directory Function Reports Options Help

This manual has been updated on a XP machine so all screen dumps will be in the XP look.

The ***Chips*** system is growing ever larger and therefore, to allow for future expansion, we have created a number of menu items which are, as yet, unused. As with any comprehensive computer system, knowing where things are is 90% of the battle. Use this section to help you “navigate” through the program.

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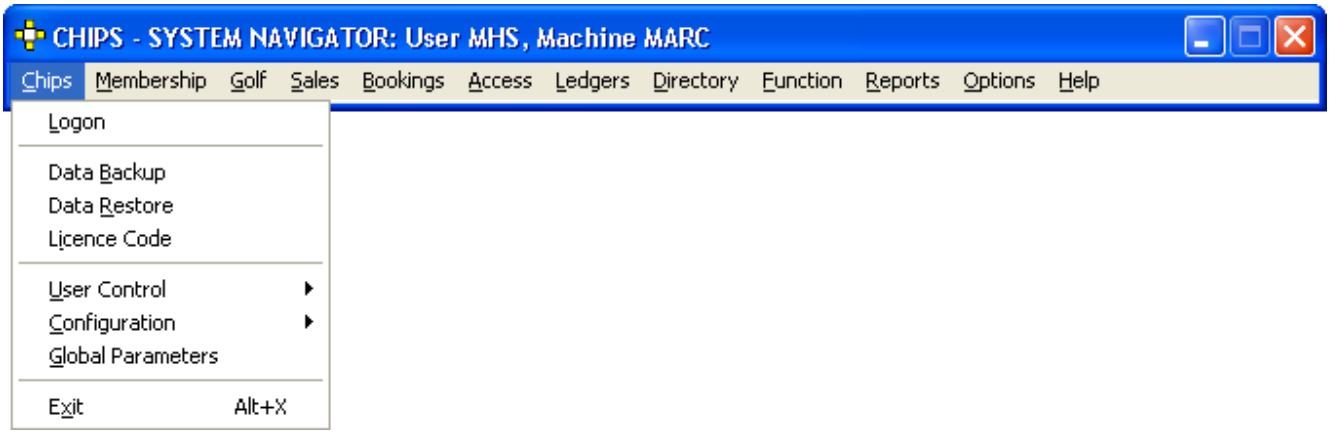
Chips Menu



Logon		Allows you to logon as different users (assuming you know the password)
Data Backup		Enables you to make a Backup of your data.
Data Restore		*Currently under development.*
Licence Code		Field to register your Licence Code.
User Controls	*Logon Groups*	Defines what functions each user group can access. See Section System Configuration
	User List	Adds, remove and configures users. See Section Setting Up Users
Configuration	*Machines*	Configures the various PC's and tills in the network. See Section Customising Machine Set Up
	System Set-up	**Refer to MH Systems before using these functions.**
	Data Import/Export	**Refer to MH Systems before using these functions.**
	Special Functions	**Refer to MH Systems before using these functions.**
Global Parameters		General database configuration See Section Global Parameters
Exit		Closes the program

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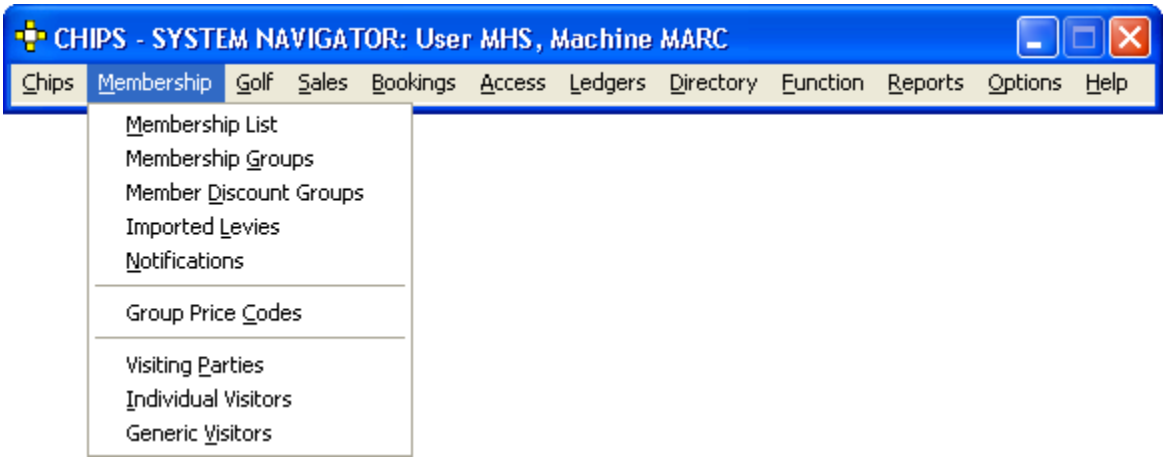
Membership Menu



Membership List — Displays the list of members stored in the database (linked with ***GCGold*** if this program is implemented).

Membership Groups — Shows the membership groups within the database (linked with ***GCGold*** if this program is implemented).

Member Discount Groups — Lists the discount groups created within the database (linked with ***GCGold*** if this program is implemented).

Imported Levies — Lists of imported levies.

Notifications — Lists of Accounts Re-directions.

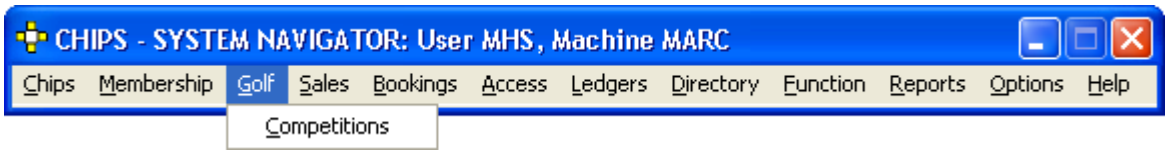
Group Price Codes — Displays and enables to modify the Group Price Codes.

Visiting Parties — Displays and enables to modify the Visiting Party database.

Individual Visitors — Displays and enables to modify the Public database.

Generic Visitors — Displays and enables to modify the Generic Visitors Type.

Golf Menu



Competitions — Displays and enables to modify Competitions.

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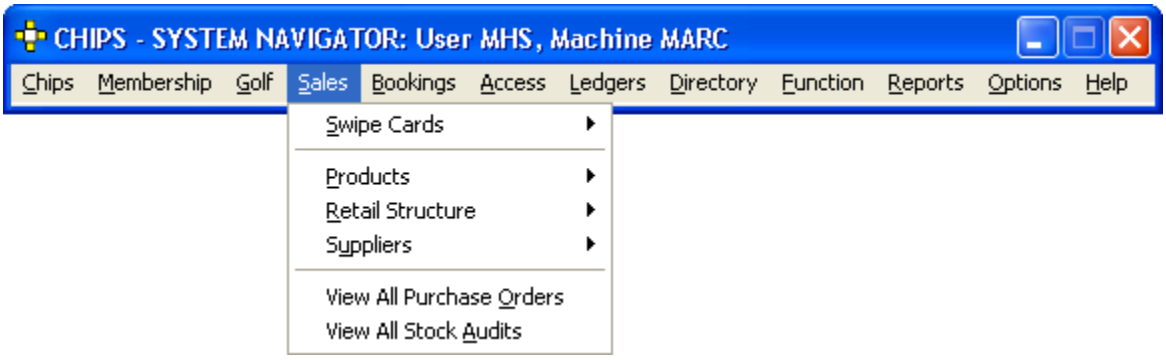
Sales Menu


CHIPS - SYSTEM NAVIGATOR: User MHS, Machine MARC
Chips Membership Golf Sales Bookings Access Ledgers Directory Function Reports Options Help
Swipe Cards
Products
Retail Structure
Suppliers
View All Purchase Orders
View All Stock Audits

Swipe Cards	*Card List*	Displays a list of all valid cards. Cards can be issued to members of staff and visitors from this screen but members cards must be issued from within ***GCGold.***
	Card Profiles	Displays and enables to modify the Swipe Card Profiles.
	Balance Adjustments	Currently under development.
Products	*Price List*	Draws together all of the information entered in the options below and creates a master price list. Sales groups, discount groups and prices are set and future price alterations pre-programmed.
	Price Discount Groups	The groups into which products can be included to determine the level of discount applied.
	Discount Profiles	Create tables to set the different levels of discount applied according to the identity of the buyer, the product and the time of transaction.
	Sales Analysis Groups	Create tables to set the Sales Groups you want to analyse.
	Product list	Manages your basic list of products, resources, recipes and packages. Apply stock groups and stock profiles which are used to automatically generate the price list. Allows you to print barcodes.
	Stock Profiles	Creates sets of rules to determine how groups of common products behave when bought and sold. Allows you to set up formulas and quantity modifiers to make till operations and goods-in much faster.
	Stock Analysis Groups	Create tables to set the Stock Groups you want to analyse.
	Purchase Orders	Enter goods received and, optionally, generate and print and track purchase orders

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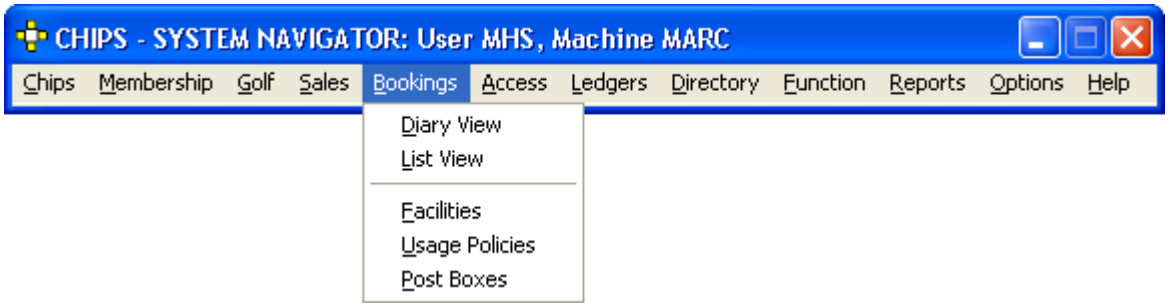
	Stock Audit	Facility for entering the count from a stock take.
Retail Struct.	*Retail Divisions*	Configures basic information about the organisation that "owns" stock within the system such as VAST numbers and nominal ledger accounts. Use only in conjunction with an MH Systems Engineer.
	Retail Outlets	Create and configure different sales outlets within the system. Each outlet can have it's own list of specific operators, till layouts, receipt messages and order identifiers such as table numbers. This, in conjunction with the machine configuration list and user groups allow you to specify what machines an operator can use and what goods can be sold.
Suppliers	*Supplier List*	Create a list of suppliers so ***Chips*** can automatically print pre-addressed purchase orders.
	Payments	
	Authorisation	Currently under development.
	Print Cheques	Currently under development.
View All Purchase Orders		Displays all your purchase orders.
View All Stock Audits		Displays all your stock audits.

Bookings Menu



Please refer to the Booking Manual for further details of this menu.

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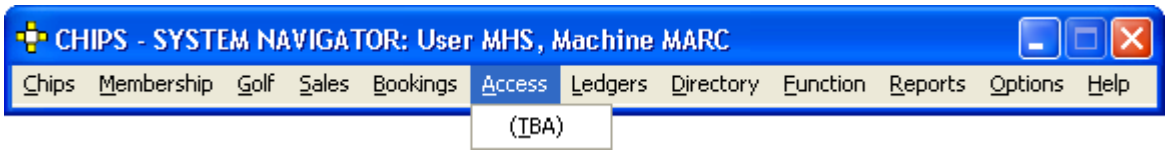
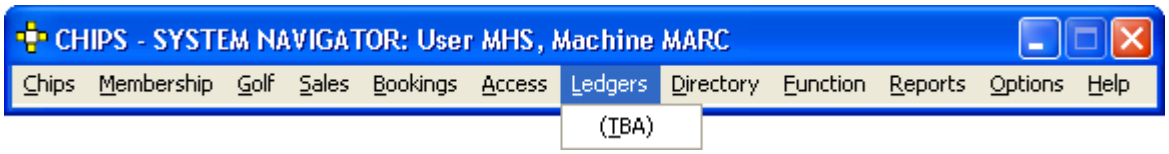
Access Menu


CHIPS - SYSTEM NAVIGATOR: User MHS, Machine MARC
Chips Membership Golf Sales Bookings Access Ledgers Directory Function Reports Options Help
(TBA)

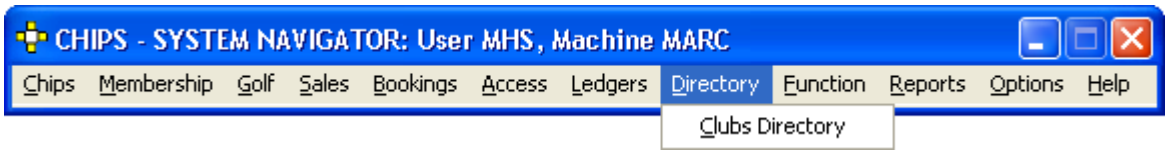
Currently under development.

Ledgers Menu


CHIPS - SYSTEM NAVIGATOR: User MHS, Machine MARC
Chips Membership Golf Sales Bookings Access Ledgers Directory Function Reports Options Help
(TBA)

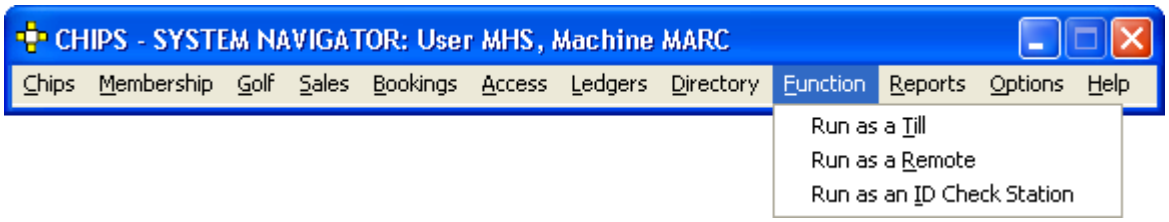
Currently under development.

Directory Menu


CHIPS - SYSTEM NAVIGATOR: User MHS, Machine MARC
Chips Membership Golf Sales Bookings Access Ledgers Directory Function Reports Options Help
Clubs Directory

Displays and enables to modify the Clubs Directory database.

Function Menu


CHIPS - SYSTEM NAVIGATOR: User MHS, Machine MARC
Chips Membership Golf Sales Bookings Access Ledgers Directory Function Reports Options Help
Run as a Till
Run as a Remote
Run as an ID Check Station

- **Run as a Till**
  Opens the ***Chips*** till screen. This is the screen that will be opened automatically on each till but is also available in the back office for a variety of uses.
- **Run as a Remote**
- **Run as an ID Check Station**

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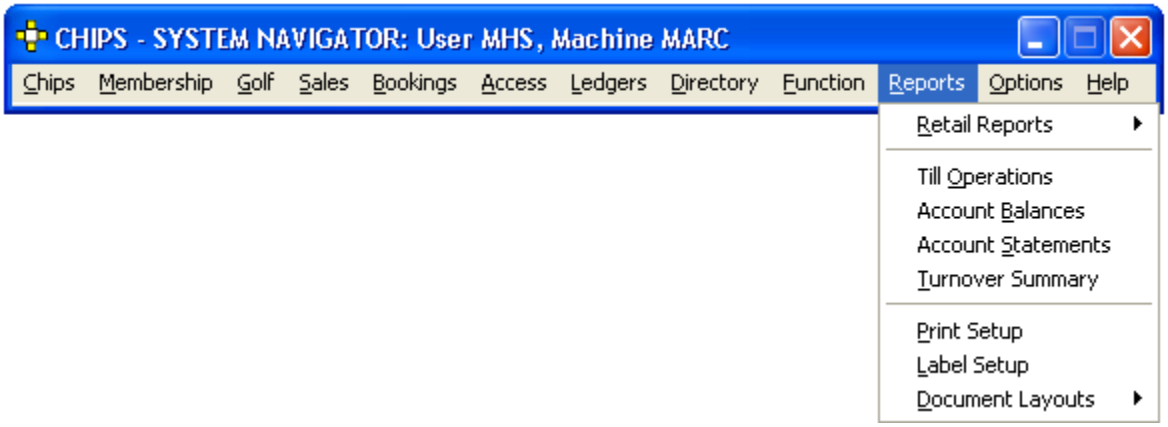
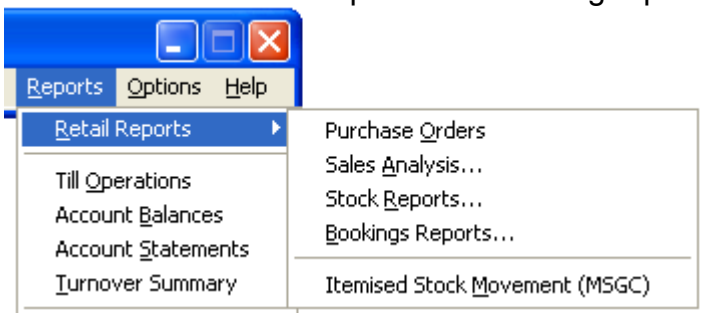
Reports Menu



- **Retail Reports**

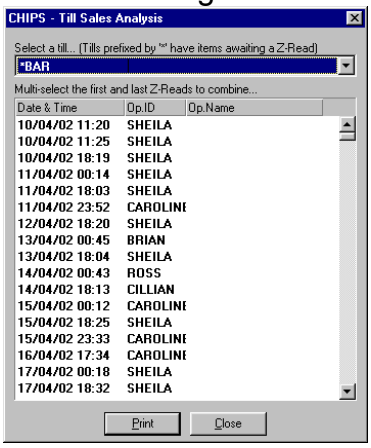
Opens the following report menu.



- **Reports > Till Operations**

The till operations report allows your to reprint all previous till Z-reads. From the drop down list at the top of the screen, select the till your wish to reprint from and click the Z-read in the lower pane. Click print to see a preview.

You can also consolidate multiple Z-reads for period reporting purposes by clicking the first Z-read, holding down SHIFT and clicking the last Z-read you want to include. When you click print, Chips will create a summary with totalled figures.



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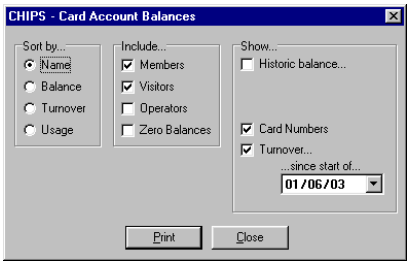
- **Reports > Account Balances**

Account balances provides a snapshot of how much money each of your swipe cards currently hold. You can filter your report to include or exclude certain types of cards, for example till operator cards or visitors and look at historical balances. This last feature is particularly useful for finding the figures you need to include in your end of year accounts.



Print Setup	Opens the standard print setup window allowing you to select where to print your reports.
Label Setup	Create a list of options for printing bar codes
Document Layout	Currently under development

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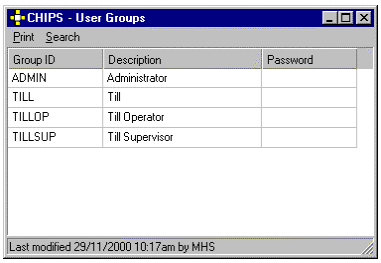
System Configuration

Users Profiles (Logon Groups)

- **Adding, deleting, editing**

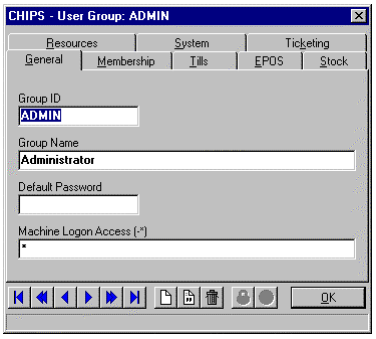
As with all aspects of the Chips system, you can make life a lot quicker by using a profile to determine what any one group of similar users can do on the system. These are called Logon Groups and save you from having to configure each user separately.

Select the **Chips menu**, select **User Control** and then **Logon Groups**.



To Insert a new user profile press INSERT on the keyboard
To delete an existing user profile press CTRL and DEL together
To change an existing user profile double click on the profile with the left mouse button

- **Creating a User Profile**



Each of these tabs allows you enable or disable access to various parts of the Chips system. As Chips is still developing rapidly some of the options are, as yet, un-used and are awaiting further program upgrades.

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- **Configuring a User Profile**

GENERAL RESOURCES MEMBERSHIP SYSTEM TILLS EPOS STOCK

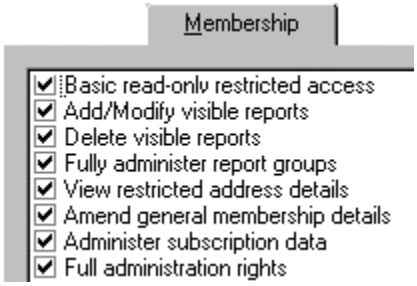
GENERAL

Group ID: A required, unique internal code given to each group.
Group Name: The name displayed in full.
Default Password: A default password which can be over-ridden for a user.
Machine Logon Access: The network names of the computer accessible to this user group. An asterisk indicates all machines.

RESOURCES

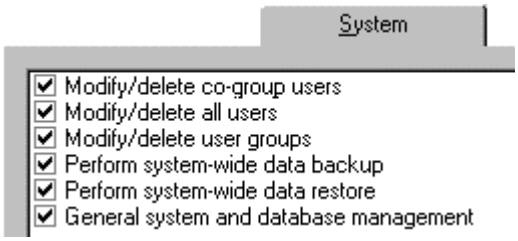
Relates to the management of resources rather than stocked goods, for example, lists of hotel rooms, courts, lessons times or rented equipment.

MEMBERSHIP



Relates to the management of the membership list which wil be introduced into Chips later in 2001.

SYSTEM



Relates to the management of the more general supervisory functions within Chips.

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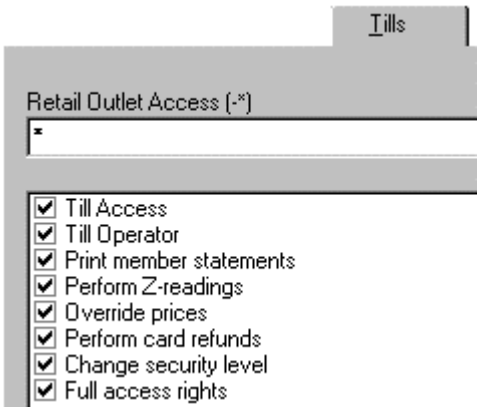
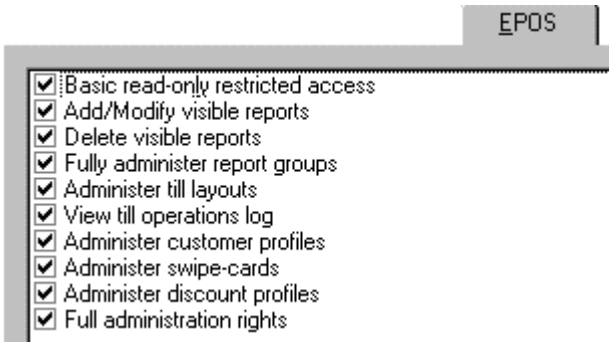
TILLS



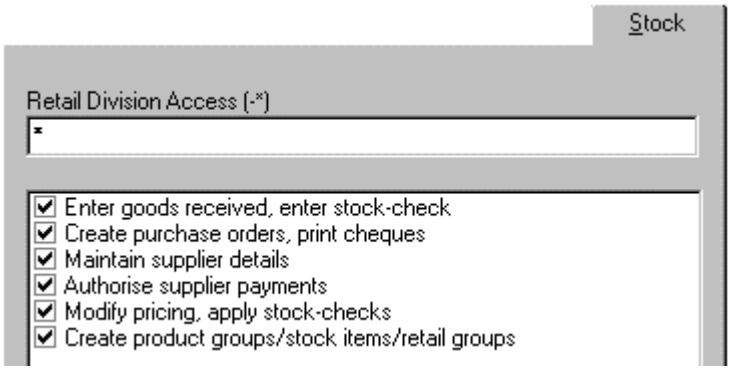
Determines the features accessible to these users at the till screen. You may restrict users to certain outlets such as a bar, reception area, shop or restaurant by naming them in this box. An asterisk indicates freedom to operate in all retail outlets.

EPOS



Grants access to the setting up of the individual tills layouts, the swipe card list and discount profiles.

STOCK



Grants access to the setting up of the stock list, stock profiles, supplier list, price lists and stock and price reporting groups.

Once created, save your profile by clicking on OK to return to the Chips navigator.

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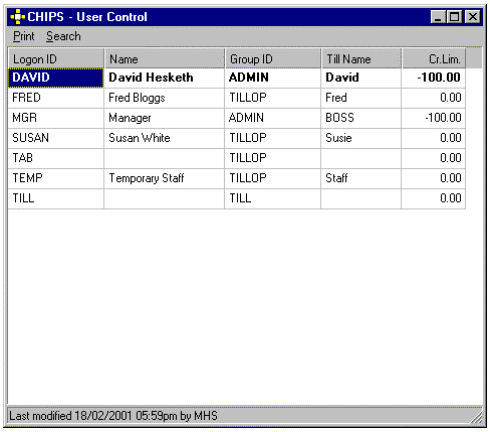
Setting Up Users

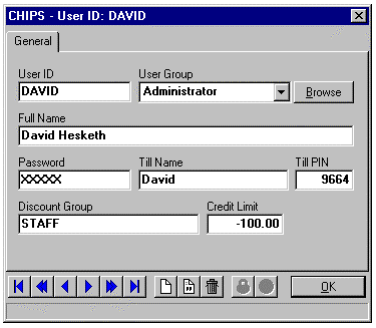
- ## Adding, deleting, editing

Select the **Chips menu**, select **User Control** and then **User List**.


CHIPS - User Control
Print Search
Logon ID | Name | Group ID | Till Name | Cr.Lim.
DAVID | David Hesketh | ADMIN | David | -100.00
FRED | Fred Bloggs | TILLOP | Fred | 0.00
MGR | Manager | ADMIN | BOSS | -100.00
SUSAN | Susan White | TILLOP | Susie | 0.00
TAB | | TILLOP | | 0.00
TEMP | Temporary Staff | TILLOP | Staff | 0.00
TILL | | TILL | | 0.00
Last modified 18/02/2001 05:59pm by MHS

To Insert a new user profile press INSERT on the keyboard
To delete an existing user profile press CTRL and DEL together
To change an existing user profile double click on the profile with the left mouse button

- ## Configuring a User



User ID	A unique code for each user. Required
User Group	Select a Logon Group to determine access levels.
Full Name	The users full name
Password	Overrides the Logon Group default password
Till Name	The name that will appear on the users till button
Till PIN	A unique number of up to 7 digits for till security
Disc. group	Set a discount to apply to purchases by this user.
Credit limit	Allows the user to overspend on their staff card

Having created your user, click on the padlock at the bottom of the Window to save your work and click on OK to return to the Chips navigator.

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Setting Up Stock

Groups and Profiles - Overview

Chips is designed to make stock management as accurate but as easy as possible. This is done by automating much of the work associated with accurate tracking of stock movement, deliveries and quick and easy reporting.

Stock Groups: Each stock item is placed in a stock group. Information can then be printed on either each individual stock item or collated and summarised for the group as a whole.

Stock Profiles: Certain products will behave in a similar ways as they progress from *Goods In* to *Stock Held* to being *Sales Items.* These can be grouped together and their behaviour automatically pre-determined by applying a particular stock profile to that group. This profile will then automatically convert from one unit of measure to another as the product moves through the system and also be used to offer options on products at the point of sale, for example:

Product	Purchase Pack Size	Stock Unit	Sales Unit	Other Qty	Formula/Mixer
Bottled soft and alcoholic drinks					
A bottled beer	Bottles	Bottles	Bottle	None	None
Appletize	Bottles	Bottles	Bottle	None	None
Bottled Water	Bottles	Bottles	Bottle	None	None
KEG beers and lagers					
A draught lager	Keg	Gallon	Pint	Half	Shandy/Top
A draught beer	Keg	Gallon	Pint	Half	Shandy/Top
PostMix (lemonade, coke etc)					
Soft Drinks Gun	X Litre Box	Litre	50ml(half)	100ml(Pint)/Dash	None
Liqueurs					
A liqueur	70 cl Bottle	70 cl Bottle	25ml	None	None
Spirits					
A spirit	70 cl Bottle	70 cl Bottle	25ml	35ml/50ml	& mixer/dash etc.

The above 7 products are grouped into 5 example profiles which can then be used to handle most of the products sold in your bar. If these profiles are applied in the product list (see later) then the system will know how you order your stock, will know how to report current stock levels and will automatically reduce stock by the precise amount by pushing one button on the till. If a till operator sells a half of lager top (by pressing the lager button, the half and shandy), Chips will instantly sell and draw from stock one quarter of a pint of lager and 25ml of lemonade post mix.

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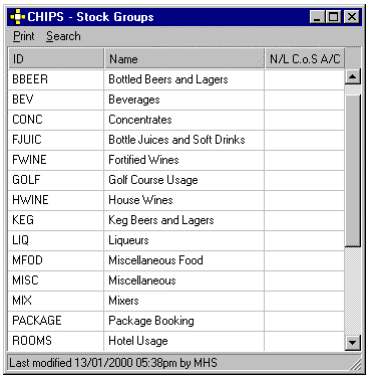
Stock Groups

- **Adding, deleting, editing**

Select the **Sales menu**, select **Products,** then **Stock Groups**



To Insert a new stock group press INSERT on the keyboard
To delete an existing stock group, select the group and press CTRL and DEL together
To change an existing stock group, double click on the group with the left mouse button

- **Configuring a Stock Group**

Group ID

A unique code for each group. Required

Group Name

A description of the group

Having created your Group, click on the padlock at the bottom of the Window to save your work and click on OK to return to the Chips navigator.

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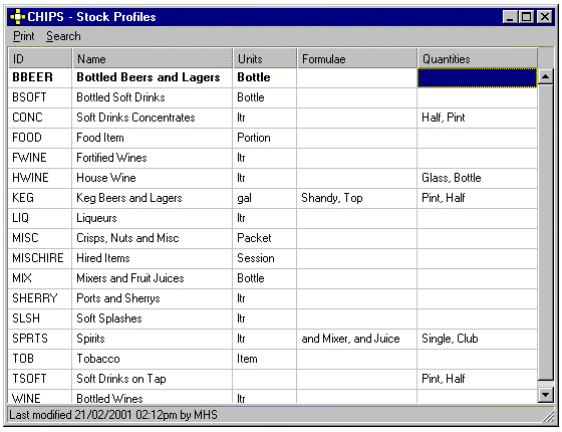
Stock Profiles

- **Adding, deleting, editing**

Select the **Sales menu**, select **Products,** then **Stock Profiles**


CHIPS - Stock Profiles
Print Search
ID | Name | Units | Formulae | Quantities
BBEER | Bottled Beers and Lagers | Bottle
BSOFT | Bottled Soft Drinks | Bottle
CONC | Soft Drinks Concentrates | ltr | | Half, Pint
FOOD | Food Item | Portion
FWINE | Fortified Wines | ltr
HWINE | House Wine | ltr | | Glass, Bottle
KEG | Keg Beers and Lagers | gal | Shandy, Top | Pint, Half
LIQ | Liqueurs | ltr
MISC | Crisps, Nuts and Misc | Packet
MISCHIRE | Hired Items | Session
MIX | Mixers and Fruit Juices | Bottle
SHERRY | Ports and Sherrys | ltr
SLSH | Soft Splashes | ltr
SPRTS | Spirits | ltr | and Mixer, and Juice | Single, Club
TOB | Tobacco | Item
TSOFT | Soft Drinks on Tap | | | Pint, Half
WINE | Bottled Wines | ltr
Last modified 21/02/2001 02:12pm by MHS

To Insert a new stock profile press INSERT on the keyboard
To delete an existing stock profile, select the profile and press CTRL and DEL together
To change an existing stock profile, double click on the profile with the left mouse button

- **Configuring a Stock Profile**
  - **General Options**

Profile ID

A unique code for each profile. Required

Description

A description of the profile

Always place a tick in “Applicable to Stock Items”

  - **Unit of Measurement**

Stock Type

The selection here will determine the options offered in the boxes underneath.

"Unit" - You may now type in a generic name for the unit such as *Bottle*, or *Packet*. Sales units and purchase pack sizes will then be in multiples of this unit.

"Fluid" - The system will now offer you a list of recognised fluid measurements. You may set a different measurement for stock, sales and purchase pack as, internally, Chips converts all units to litres.

- **Unit of Measurement (cont’d.)**

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Stock Reporting Units

Set this to the required unit of measurement

Default Ullage

Enter a percentage if you wish to automate ullage.

Default Sales Unit

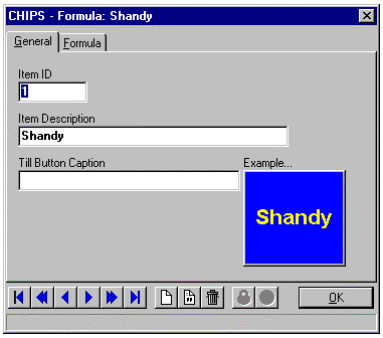
Set this to the required unit and set multiple to apply as the default sales size e.g. 1/1 pint, 25/1 ml, 75/1 cl. You may also add a label to make the sales unit more meaningful

Default Purchase Pack Size

Set this to the required unit and set multiple to apply as the default purchase size e.g. 11/1 gal. You may also add a label to make the purchase pack unit more meaningful so "11/1" gal can be shown as an 11 GKeg

- **Adding Formulas**
  (CAUTION - Please refer to an MH Systems Engineer first)
  Double click on the **Stock Profile** and select the **Formulas** tab

To Insert a new formula press INSERT on the keyboard



Item ID

Enter a unique number (starting at 1) to set a unique code for each profile. Required

Item Description

A description of the profile

Till Button Caption

Initially, the name will appear as typed in the Item Description. You may, however, type in a different name to appear on the till to that which will be used in reports.

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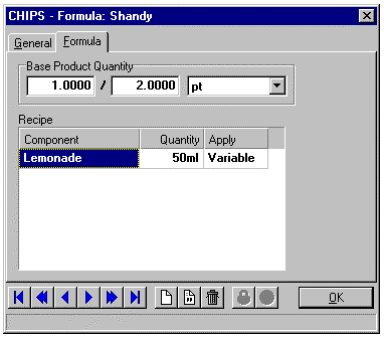
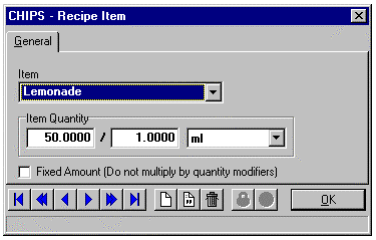
Click on the Formula tab



Base Product Quantity

Set a quantity modifier for your base product (i.e. if the base sales unit is a pint, set the modifier to 1/2 pints for a pint of shandy).

Add recipe items by pressing Insert on the keyboard



Recipe Item

Select the product from the list box at the top and specify how much product is to be included in the recipe per default sale unit i.e. 50 ml lemonade post mix for a pint of shandy.

Click on OK to return to the main formula window and on OK to return to the main Product Profile Window.

- ## Adding Quantity Modifiers

(CAUTION - Please refer to an MH Systems Engineer first)

Double click on the **Stock Profile** and select the **Quantities** tab

To Insert a new Modifier press INSERT on the keyboard

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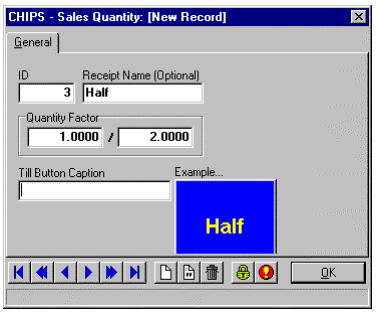

Item ID

Enter a unique number (starting at 1) to set a unique code for each profile. Required

Receipt Name

Enter the name the way it should appear on the receipt.

Quantity Factor

Set a ratio to alter the default sales quantity e.g. 1/2 for one half.

Till Button Caption

Enter the name the way it show appear on the till. Initially, the name will appear as typed in the Receipt Name. You may, however, type in a different name to appear on the till to that which will be used on receipts.

Click on OK to return to the main formula window and on OK to return to the main Product Profile Window.
If the profile is complete click on the padlock at the bottom of the Window to save your work and return back to the list of stock profiles.
The various options will now appear against the profile in the main stock profile table.

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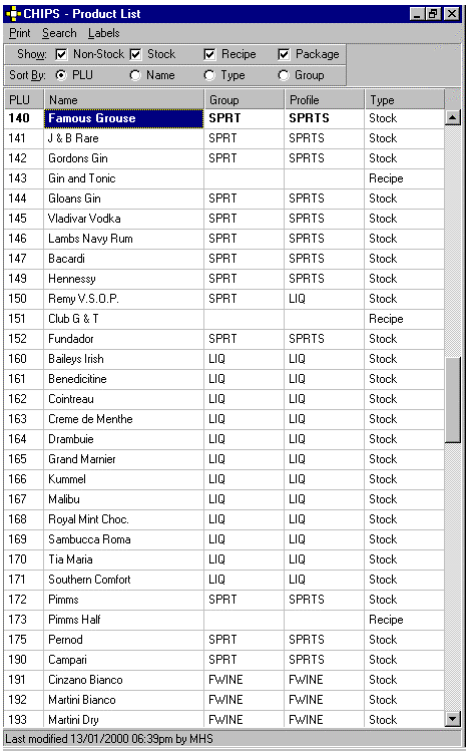
The Product List

Overview

The product list within Chips holds a list of all items for sale within the business. Each product may be set up as being either a stocked item, a resource, a recipe (a combination of stocked items) or a package (a combination of stocked items and resources). Products may be grouped together into stock reporting groups and individual stock items must also be allocated a stock profile to determine how they behave at the point of sale and what options appear for the product in the price list (please note that resources, recipes and packages need not have profiles as their component parts will already had stock profiles allocated).
Select the **Sales menu**, select **Products,** then **Product List**


CHIPS - Product List
Print Search Labels
Show: Non-Stock Stock Recipe Package
Sort By: PLU Name Type Group
Last modified 13/01/2000 06:39pm by MHS

PLU	Name	Group	Profile	Type
140	**Famous Grouse**	**SPRT**	**SPRTS**	Stock
141	J & B Rare	SPRT	SPRTS	Stock
142	Gordons Gin	SPRT	SPRTS	Stock
143	Gin and Tonic			Recipe
144	Gloans Gin	SPRT	SPRTS	Stock
145	Vladivar Vodka	SPRT	SPRTS	Stock
146	Lambs Navy Rum	SPRT	SPRTS	Stock
147	Bacardi	SPRT	SPRTS	Stock
149	Hennessy	SPRT	SPRTS	Stock
150	Remy V.S.O.P.	SPRT	LIQ	Stock
151	Club G & T			Recipe
152	Fundador	SPRT	SPRTS	Stock
160	Baileys Irish	LIQ	LIQ	Stock
161	Benedicitine	LIQ	LIQ	Stock
162	Cointreau	LIQ	LIQ	Stock
163	Creme de Menthe	LIQ	LIQ	Stock
164	Drambuie	LIQ	LIQ	Stock
165	Grand Marnier	LIQ	LIQ	Stock
166	Kummel	LIQ	LIQ	Stock
167	Malibu	LIQ	LIQ	Stock
168	Royal Mint Choc.	LIQ	LIQ	Stock
169	Sambucca Roma	LIQ	LIQ	Stock
170	Tia Maria	LIQ	LIQ	Stock
171	Southern Comfort	LIQ	LIQ	Stock
172	Pimms	SPRT	SPRTS	Stock
173	Pimms Half			Recipe
175	Pernod	SPRT	SPRTS	Stock
190	Campari	SPRT	SPRTS	Stock
191	Cinzano Bianco	FWINE	FWINE	Stock
192	Martini Bianco	FWINE	FWINE	Stock
193	Martini Dry	FWINE	FWINE	Stock

Printing the Product List

To print the product list simply use the Chips Print menu item at the top left of the Windows.

Searching for a product

Click in the name column and click on the Search menu item. Select "Search", type in the name or part of the name and click on OK. Chips will go to the first product in the list matching the letters typed. If you wish to search for other, click on the Search menu item and select "Search Again". Chips will automatically repeat the last search.

Specify the types of product to display

Select one or more of the square boxes at the top of the list to specify which type of products you want displayed in the list at any one time.

Sort the List

Select one of the four options at the top to sort the list in a particular order.

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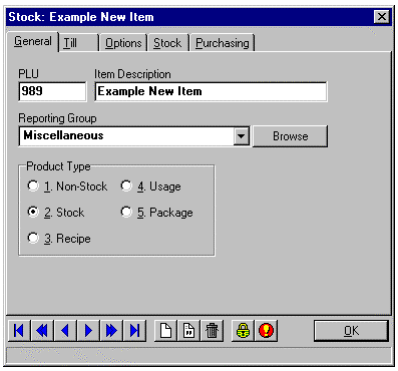
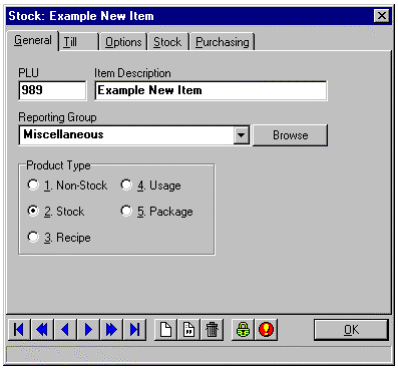
- ## Adding and Deleting Products



To Insert a new product press Insert on the keyboard
To create a copy of an existing product hold the shift key down and press Insert.
To delete an existing product, select the product and press CTRL and DEL together
To change an existing product, double click on the product with the left mouse button



PLU (Product Look Up)

Enter a unique number to set a unique code for each product. It is preferable to try to organise you product list so all similar products are grouped together with consecutive PLU's but this is not essential. Required

Item Description

Enter the name the way it should appear on the receipt.

Reporting Group

Select the Stock Group into which this product is to be included in stock reports and analysis. If a new group is to be created or one altered, use the Browse.

Product Type

Select the appropriate stock type.

Non-Stock:	Items sold but no stock record is held.
Stock:	Items sold with stock movements recorded.
Recipe:	A combination of several "Stock" products.
Usage:	A resource which, when sold, has an impact on the resource booking system and diary
Package:	A combination which can include a combination of any non-stocked or stocked items and resources.

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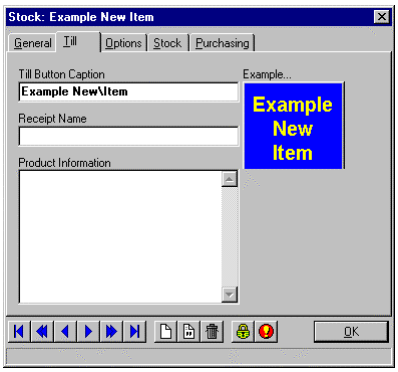
- **Changing the default Till Button**

  Click on the ***Till*** tab at the top



Till Button Caption

The till button defaults to the name entered in the product description described above. You may, however, type in a totally different name or edit the default using a back slash to introduce a carriage return on the button (as shown)

Receipt Name

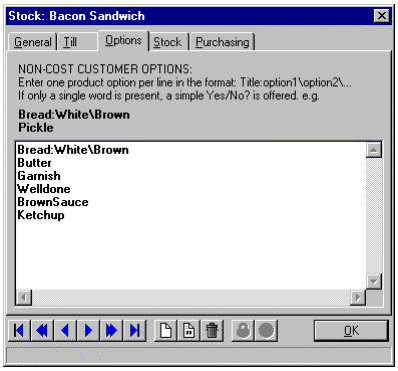
You may choose a different name to be printed on the receipt by entering it in the receipt name box.

Product Information

You may enter information on a product or instructions for operators to be displayed on the till (e.g. how to make certain cocktails or descriptions of wines)

- **Non-cost options (e.g. Bread Type)**

  Click on the ***Options*** at the top



Alternative Options

Type the option name, then a colon, then the first option, a back slash and then the second option, for example

Bread:White\Brown ➔

Yes/No Options

Type the option name only, for example,

Butter ➔

- **Set the Stock Profile**

  Click on the ***Stock*** at the top

Stock Profile

Select the required stock profile from the list. If a new profile is to be required use the Browse button to access the product profile list as described in section xxxx.

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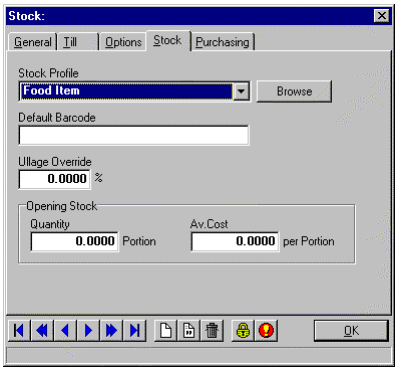
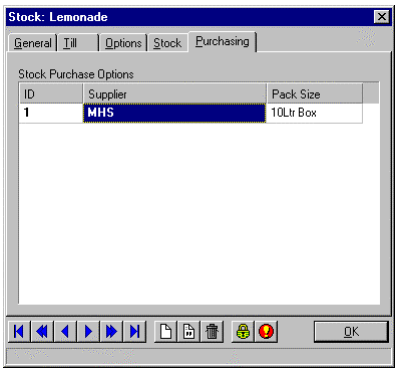


- **Set the Purchasing Options**

  Click on the ***Purchasing*** at the top



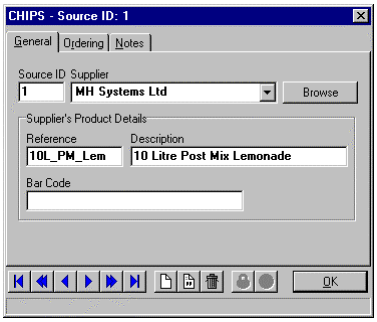
Supplier Options

Select the required supplier from the list. If a new supplier is to be required use the Browse button to access the Supplier list as described in section xxxx.

To insert a supplier press Insert on the keyboard
To delete an existing supplier, select the supplier and press CTRL and DEL together
To edit an existing supplier, double click on the supplier with the left mouse button

- **Adding a preferred Supplier (this section is currently under development)**

  Press ***Insert*** on the keyboard



Stock Profile

Enter a unique number for each supplier in the list.

Supplier

Select the required supplier from the list. If a new supplier is required use the Browse button to access the list of suppliers and follow the instructions given in section xxxx.

Supplier Product Details

Reference: Enter a reference which will be understood by the supplier.

Description: Enter a description for that reference

Bar Code: Enter a specific bar code for this product which will be recognised by the supplier.

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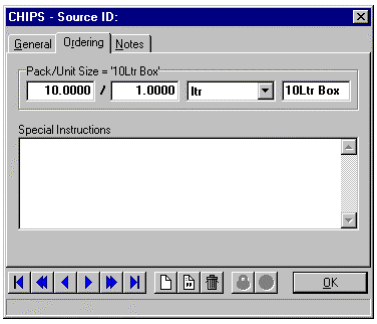
- **Override the default Purchase Pack Sizes**

  Click on the ***Ordering*** tab



Pack/Unit Size

If the purchase pack size is different to that specified in the stock profile for this product, set the correct values in the boxes at the top.

Special Instructions

To be announced

The Price List

Sales Groups and Pricing - Overview

Select the **Sales menu**, select **Products,** then **Price List**

The price list is generated automatically by Chips. A price list entry is created for each product and additional sub-entries for each formula and quanity modifier specified by the profile to which the product belongs.

A unique price list code will be generated for each entry from a combination of the master id for the Retail Division (almost always set to 1), the PLU, the formula code and quantity code set up in the product profile list.

Example: Carlsberg, PLU 252, Profile is KEG (includes pints, halves, shandies and tops)

Chips will create two price list entries for Best Bitter as a pint and a half, then four subsequent entries for pints and halves of shandy and top.

1.252.0.1. Carlsberg (Pint)
1.252.0.2. Carlsberg (Half)
1.252.1.1. Carlsberg (Shandy)
1.252.1.2. Carlsberg (Shandy)
1.252.2.1. Carlsberg (Top)
1.252.2.2. Carlsberg (Top)

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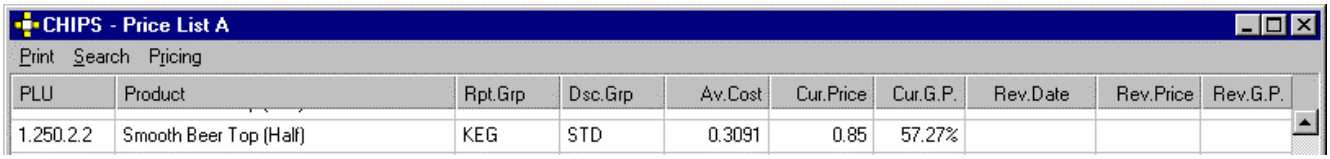
Please Note: Changing product profiles will automatically lead to changes in the price list. We recommend you refer to MH Systems customer support prior to doing so.



PLU
The unique Product Look Up number generated by Chips for each item.

Product
The Product name with formula and quantity modifiers in bracketts

Report Group
The sales report group in which this product will appear

Discount Group
The discount group setting the discount rates at the point of sale

Average Cost
Constantly updated Chips from all the purchase orders

Current Price
The current price at the point of sale

Current G.P.
The current gross profit updated in real-time.

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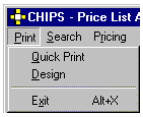
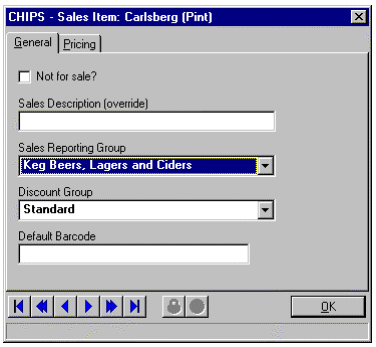
- **Printing the Price List**



Printing the Price List

To print the product list simply use the Chips Print menu item at the top left of the Windows. This is described in more detail in section xxxxx

- **Setting the Sales Group**

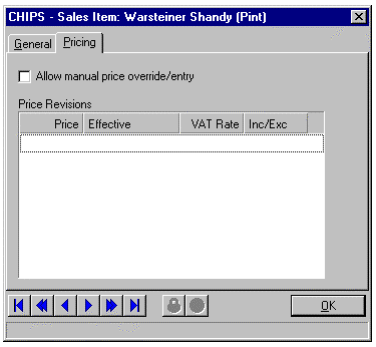


Double click on the box in the Rpt Group column and select the required group from the list.

- **Setting the Discount Group**

Double click on the box in the Dsc. Group column and select the required group from the list.

- **Setting the Price**



Double click in the Cur. Price box to bring up the price Windows.

If no price had been previously entered, initially, the box will be blank.

Double click the mouse or press Insert on the keyboard to bring up the Price Insertion Window.

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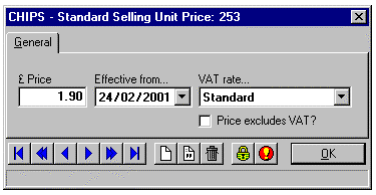
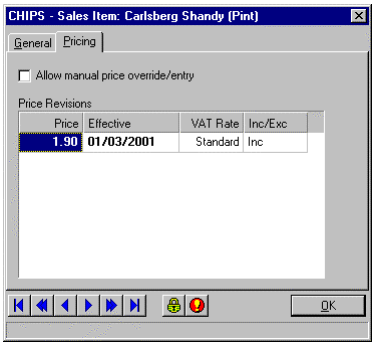


Enter the correct price and set the date from which this price is to be applied.

Note: The default date which will appear is set in the Global Parameters option under the Chips menu item.

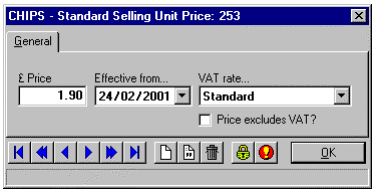
Select the VAT rate and select if this price excludes VAT using the tick box (normally left blank)



Click on OK and you will see the new price and effective date shown in the Window.

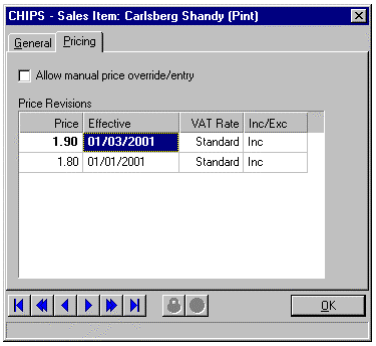
You may choose to allow operators to alter the price at the till by ticking the "Allow manual price override/entry" box. If this is left blank prices cannot be changed.

- **Programming future changes**



You may pre-program price changes to take effect in the future.

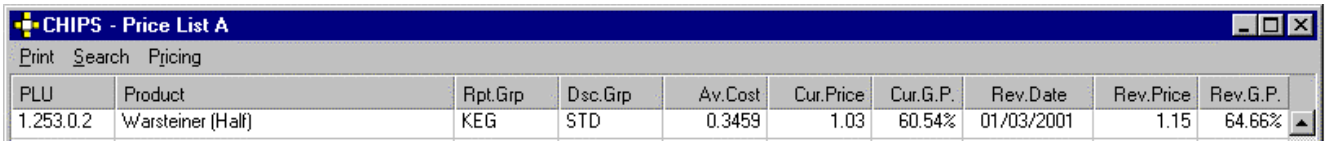
Double click in the box or press Insert on the keyboard to bring up the price insertion Windows. The current price will be shown in the box.



Press insert on the keyboard to open a new price insertion Windows and enter the required information.

Click on OK and the second price will be displayed above the current price

Once a future price revision has been entered this will also be shown in the price list itself in the Revision date, price and gross margin Windows as shown below. The price will change automatically at midnight the day before the entered date.



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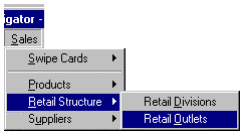
The Till Screens

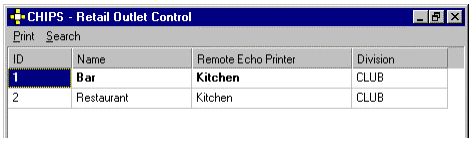
Setting up Retail Outlets - Overview

Each till layout must belong to a “Retail Outlet” (usually a physical area of your club such as a such as a bar or a restaurant) and each outlet can have a number of it’s own different till layouts. You may, however, select to restrict operators to selling products within a certain retail outlet. For example, different layouts can be used in the restaurant for lunch and evening meals with drinks also being available to sell from the restaurant till. At the bar, however, you may wish to restrict operators to selling drinks only and no food. A supervisor, however, can be given access to all layouts from any point.

- **Creating and editing Retail Outlets**

  Select the **Sales menu**, select **Retail Structure,** then **Retail Outlets**



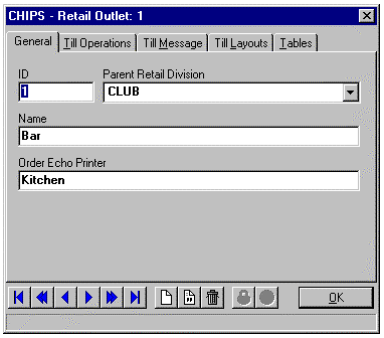


In this example we have created two retail outlets, one for a bar and one a restaurant.

To create a new Retail Outlet press Insert on the keyboard

- **Configuring Retail Outlets**

  Double click on the outlet you wish to change with the left mouse button



ID

Each outlet must have a unique distinguishing number.

Parent Retail Division

Each outlet can only sell goods belonging to one retail division. In most cases this will be "The Club"

Bar

The name that will appear on receipts from this outlet.

Order Echo Printer

The name of the printer that will print all orders to be sent to the kitchen

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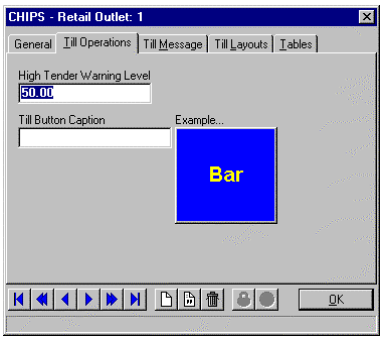
- **High tender warning and till button**



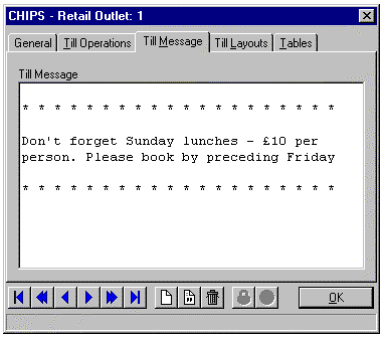
High tender warning

Any amount entered as a tender by an operator over this amount will bring up a warning screen asking for confirmation of the value tendered or a cancellation and re-entering of the correct amount.

Till Button Caption

The name that will appear on the button on the till to access the layouts within this outlet.

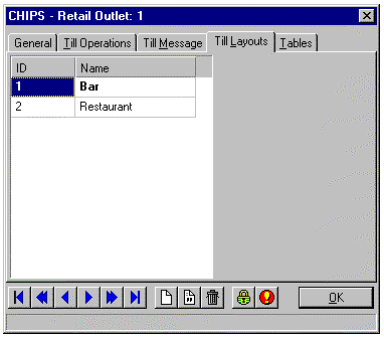
- **Till Receipt Message**


CHIPS - Retail Outlet: 1
General
Till Operations
Till Message
Till Layouts
Tables
Till Message
* * * * * * * * * * * * * * * * * * * *
Don't forget Sunday lunches - £10 per person. Please book by preceding Friday
* * * * * * * * * * * * * * * * * * * *
OK

Till Message

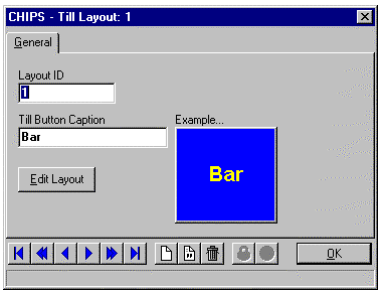
Enter a message you wish to have printed on any till operating within this retail outlet. This can be changed at any time by a supervisor.

- **Creating and editing till layouts**



In this example we have two different layouts available within one retail outlet. The first is for the bar and will be drinks only, the second is for food.

To create a new till layout press Insert on the keyboard
To edit and existing till layout double click on the layout



ID

Each layout must have a unique distinguishing number.

Till Button Caption

The name that will appear on the button on the till to access this layout.

To access the till layout designer press the **Edit Layout** button

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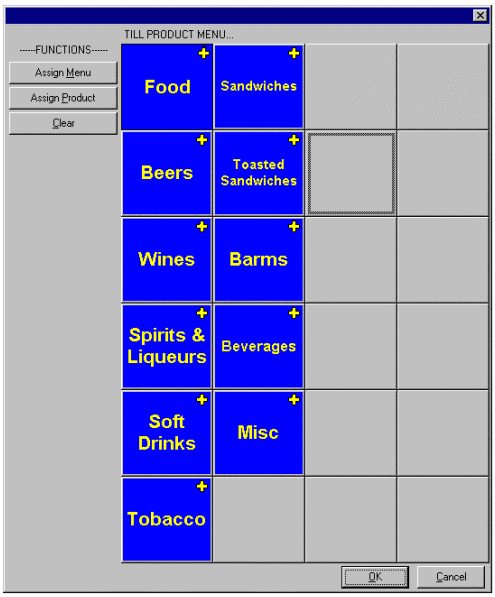
The Till Designer



The till designer is really a set of blocks which can be filled by either a menu item or a product.

Primary Menu Item

A button with a yellow cross on the first main screen which, when touched, will move itself to the very left hand column and allow products or sub menu's to be added in the other boxes to the right.

Sub-Menu Item

A button which appears when a main menu is touched and which can then be touched to open a third screen of products.

Product Item

A button underneath a main or sub-menu item which, when touched, will add that product to the order.

- ## Grouping products

The layout of a till, rather like the layout of furniture in a private house, is quite personal. Some prefer a smaller number of menu screens with each filled with as many product buttons as possible, others would prefer more menu options with products laid out in smaller more spaced out groups.
It is difficult to advise on the most appropriate layout for each club and so we have made the designing of screens as easy as possible to allow you to make changes quickly and, perhaps, try out different layouts until you and your staff are happy.

Basic Grouping Technique

Main Groups - Split your products into main groups (up to 24 of them) which represent your basic product types. The example above is for a bar but a restaurant may decide to use Starters, Main Course, Puddings, Bar Snacks, Specials, Drinks etc.

Sub Groups - Having decided on your groups you must then decide whether or not you will get all products within this group into the available 23 buttons, or whether you will need to introduce sub-groups underneath the main group (e.g. White Wine, Red Wine and Sparkling under a main group of WINES). Each sub group will then give you 17 additional buttons for products. You may add secondary and even tertiary sub groups providing an additional 11 and 5 buttons respectively. In total, 32,000 products can be located on the till simultaneously.

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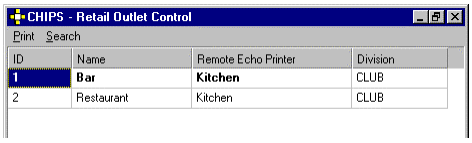
- **Designing a Screen**

The following steps demonstrate the creation of a commonly used layout for wines on a till

Step 1

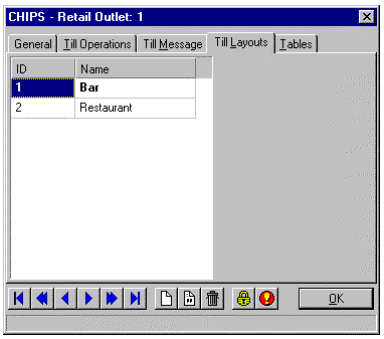
Access the till designer by selecting the **Sales menu**, select **Retail Structure,** then **Retail Outlets.**

Step 2



Double click on the outlet to which you wish add the wines on the till with the left mouse button.

Step 3

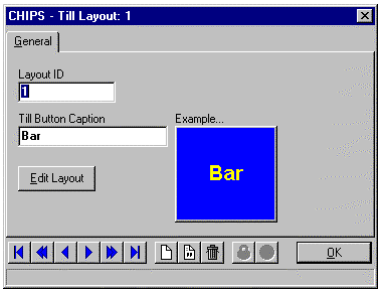


Select the Till Layout tab at the top of the Window

If a totally new layout is required press Insert on the keyboard.

To edit and existing till layout double click on the layout in the list.

Step 4



Click

to access the till layout designer

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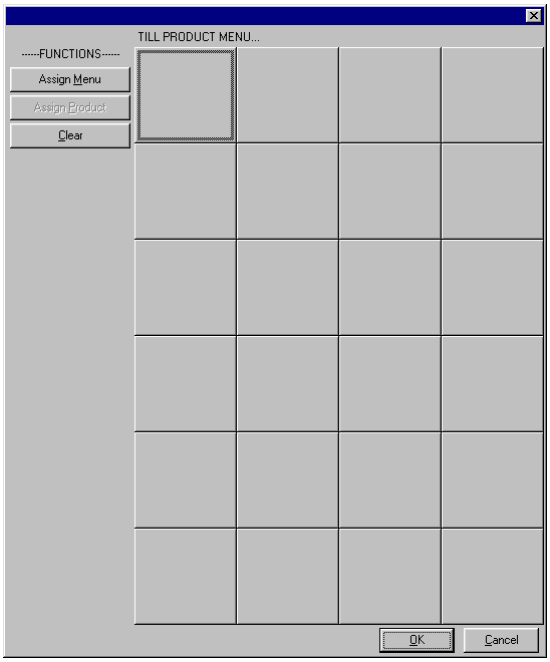
Step 5 - Add a Main Menu



Click on a the grey square you want to be the Wine main menu button. A dark grey line appears around the box to show it is selected.

Click on the

button

Type "Wines" in the box

Click on the OK button

A blue main menu button saying “Wines” will appear in your selected square

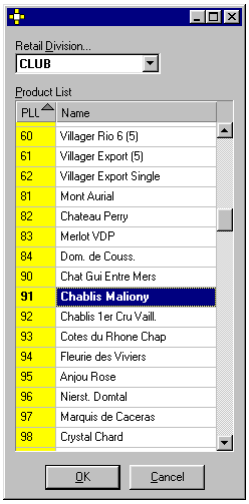
.

Click on the button so it goes yellow

.
You are now working one level down underneath the Wines main menu. Any menu’s or products you now add will only appear when you first touch the Wine main menu button. Click on the grey button directly to the right. You now have the option of adding a product or creating a second sub-menu.

To add a product click on the

button. A list of products appears.



Use the scroll bar to locate your product or, if you know the PLU, simply type this on the key board and Chips will jump to the corresponding product.

Once you have located the product click on OK and the product will appear on the till layout.

For example, typing PLU 91 selects Chablis Maliony. Click on OK and the button is added to the layout.

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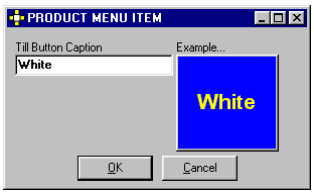
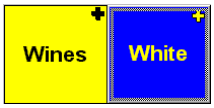
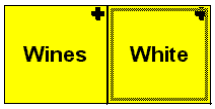
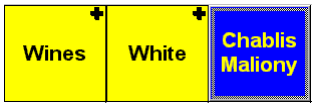
To create a secondary menu to separate out your white wines simply click on the required blank square and click on the Assign Menu button and type the word White in the box.



The secondary menu will appear in the required box 

Select the White button to access the buttons under this level 

Click on a free button and repeat the procedure described on the previous page for adding a product to the layout.

The wine will then only appear under the secondary menu 

- ## Moving Buttons Around

Having created your groups and added all your products in any one level, you may wish move the products around.
Click on the product you wish to move with the ***RIGHT*** mouse button so the cursor changes to a hand and drag it to a free space. Release the button and the product jumps to the new position.
Click on the product you wish to move with the ***RIGHT*** mouse button so the cursor changes to a hand and drag it to a already occupied by a product and the two products will swap positions.
Once you have created your layouts click on OK to return to the previous menu and click on the padlock to save your changes.
Your new layouts will be applied next time you start Chips on your tills.

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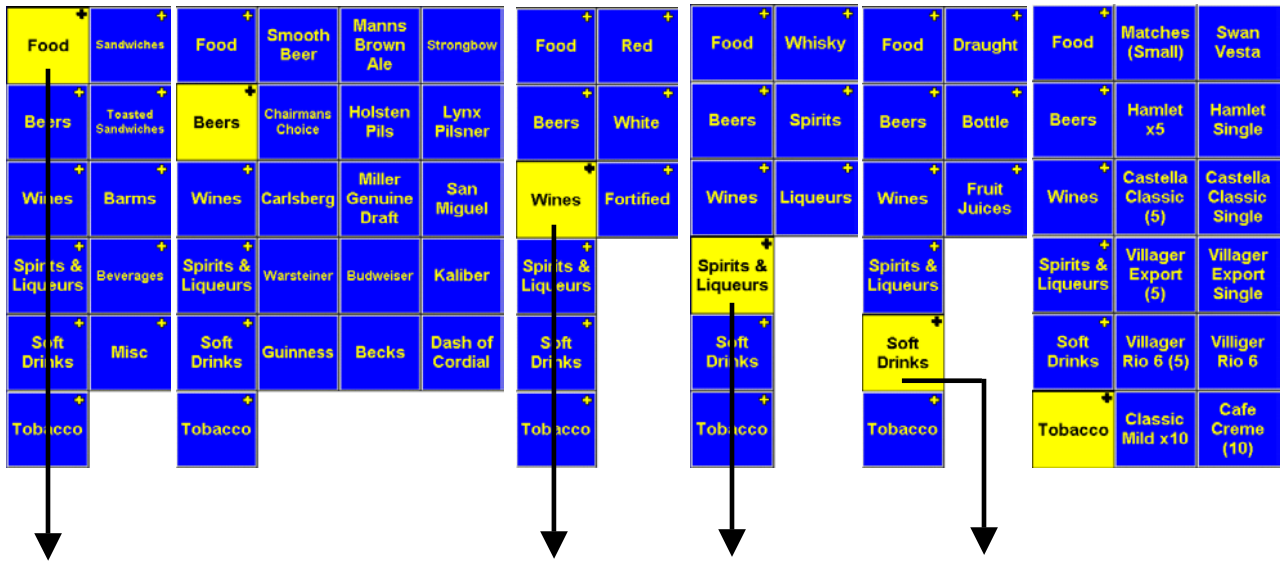
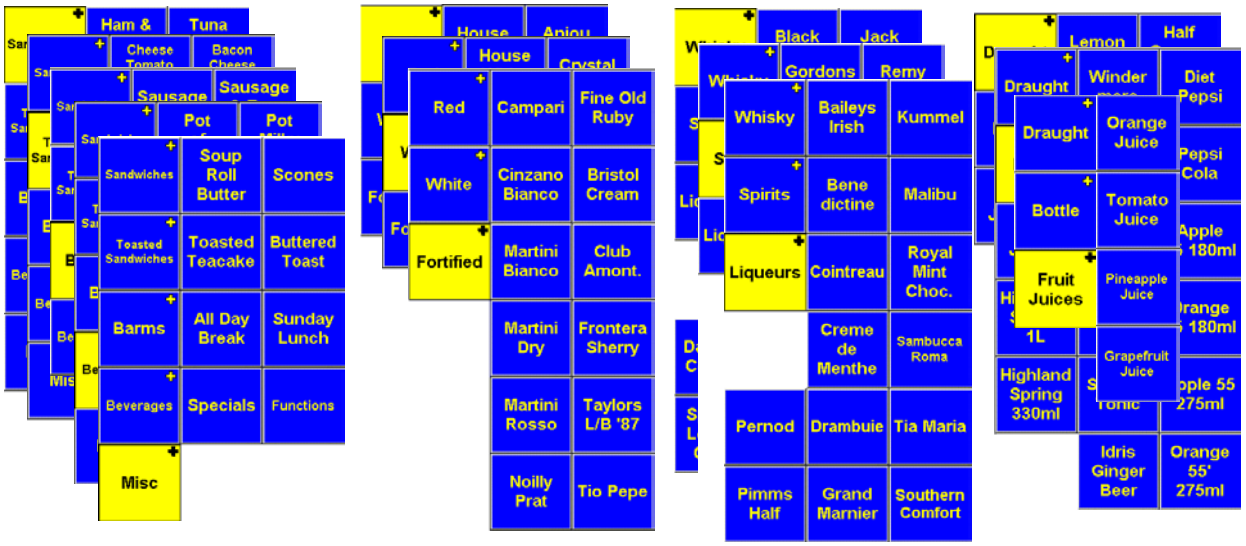
- **Example Screen Layout**

Main Menu

First Level



Second Level



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The Card List

Overview of Loyalty Schemes

Although the card list is displayed and can be interrogated within the Chips software, it is managed from within the GCGold Membership system. In this way, new members can be allocated a new card quickly and the members card account can be linked to their subscription account, also held within GCGold.

Chips offers three different mechanisms of offering a loyalty scheme to members

Cash discounting

Members are issued with cards but are not asked to place money in their account. Once the list of items purchased has been added to the bill, swiping the members card applies a discount to the total owing. The member must still pay by cash, cheque or credit card.

Loyalty Spending Bonus

Members are provided with cards and are asked to place an amount of money against their account prior to using the card. The club applies a percentage bonus to that amount increasing the total available for spending at the point of sale.

Card Discounting

This is, in effect, a combination of the previous two mechanisms. Members are provided with cards and are asked to place an amount of money against their account prior to using the card. No bonus is added but a discount is applied to purchases when the card is swiped at the point of sale (assuming sufficient funds are available on the members card account.

The money stored against a member is held within the Chips software rather than on the card as it is within mote old-fashioned “electronic purse” systems. This ensures that, if a card is lost, stolen or damaged, no money is lost and the old card can be invalidated in Chips system and a new card issued instantly giving immediate access to the funds held within the members account.

Card discounting is the preferred and recommended option as it is far easier to manage and, from an accounting point of view, more accurately represents reality.

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Managing the Card List

- ## Creating a new list of cards

This must be done in conjunction with an MH Systems engineer

- ## Issuing to a new member

First add the new member in the GCGold membership system.

Go into GCGold and click on the Membership button at the top left and click on the New button and the system will display an empty details sheet.

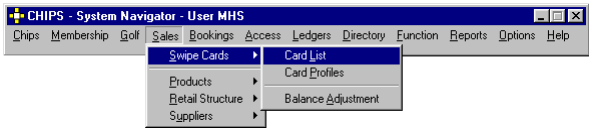
Fill out the form and click on to save or to cancel.
Click on the Chips tab at the bottom and enter the number of a card to allocate in the Card Number box in the top left of the screen.
The member will automatically be added to the Chips card list within three minutes.

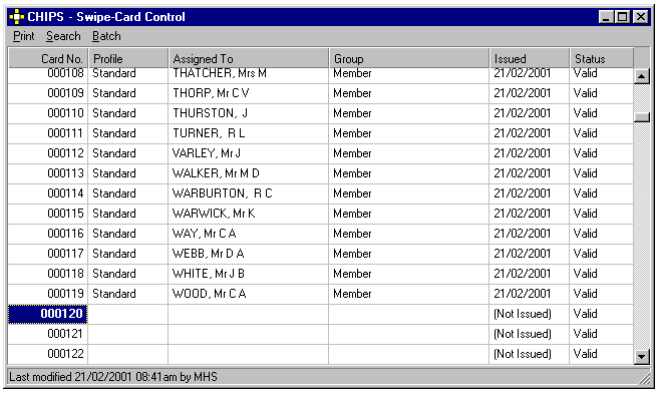
- ## Changing for an existing member

Go into GCGold, click on the Membership button, select the member and click on the Chips tab at the bottom.
Enter the number of a card to allocate in the Card Number box in the top left of the screen.
The member will automatically be updated and the previous card may now be allocated to another member unless it has been invalidated within the Chips card list.

- ## Allocating to an operator or visitor

Staff and visitors will not have records within the GCGold Membership system as they are managed from within the Chips user list and visitor list modules. Card allocations, therefore, must be handled manually within the Chips card list.
Select the **Sales menu**, select **Swipe Cards,** then **Card List**




CHIPS - Swipe-Card Control
Print Search Batch
Card No. Profile Assigned To Group Issued Status
000108 Standard THATCHER, Mrs M Member 21/02/2001 Valid
000109 Standard THORP, Mr C V Member 21/02/2001 Valid
000110 Standard THURSTON, J Member 21/02/2001 Valid
000111 Standard TURNER, R L Member 21/02/2001 Valid
000112 Standard VARLEY, Mr J Member 21/02/2001 Valid
000113 Standard WALKER, Mr M D Member 21/02/2001 Valid
000114 Standard WARBURTON, R C Member 21/02/2001 Valid
000115 Standard WARWICK, Mr K Member 21/02/2001 Valid
000116 Standard WAY, Mr C A Member 21/02/2001 Valid
000117 Standard WEBB, Mr D A Member 21/02/2001 Valid
000118 Standard WHITE, Mr J B Member 21/02/2001 Valid
000119 Standard WOOD, Mr C A Member 21/02/2001 Valid
000120 (Not Issued) Valid
000121 (Not Issued) Valid
000122 (Not Issued) Valid
Last modified 21/02/2001 08:41am by MHS

To issue card number 120 to a member of staff (Chips operator) or a visitor, double click on the card number with the left mouse button.

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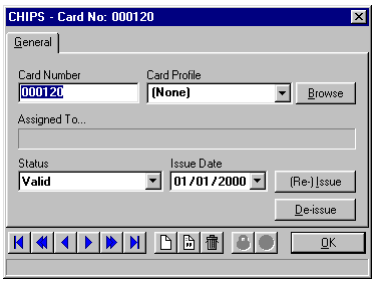


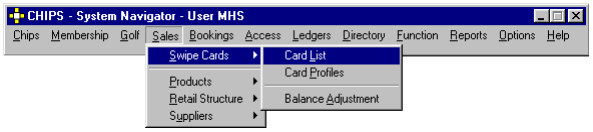
Set the date from which the card may be used and click on the Re-Issue button.

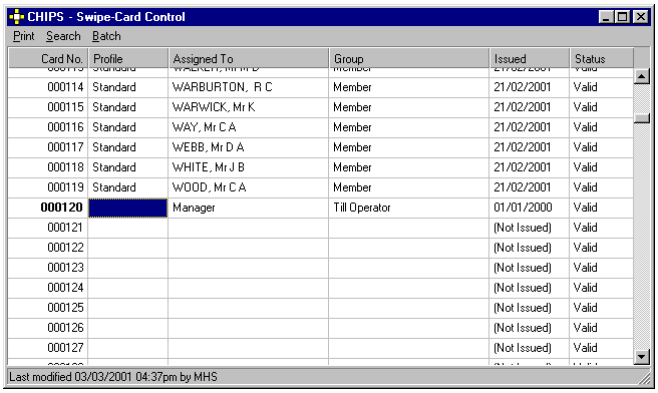
To issue to an operator - click on the Operators tab at the top. You will see a list of the operators that have already been configured in the Chips User List (see section xxxxx). Click on the selected operator and click on the OK button.

To issue to a visitor - click on the Visitors tab at the top. You will see a list of the visitors that have already been configured in the Visitor List (see section xxxxxx). Click on the selected visitor and click on the OK button.

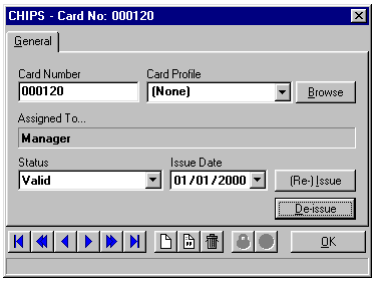
- **De-allocating a card**

Select the **Sales menu**, select **Swipe Cards,** then **Card List**




CHIPS - Swipe-Card Control
Print
Search
Batch
Card No.
Profile
Assigned To
Group
Issued
Status
000114 Standard WARBURTON, R C Member 21/02/2001 Valid
000115 Standard WARWICK, Mr K Member 21/02/2001 Valid
000116 Standard WAY, Mr C A Member 21/02/2001 Valid
000117 Standard WEBB, Mr D A Member 21/02/2001 Valid
000118 Standard WHITE, Mr J B Member 21/02/2001 Valid
000119 Standard WOOD, Mr C A Member 21/02/2001 Valid
000120 Manager Till Operator 01/01/2000 Valid
000121 (Not Issued) Valid
000122 (Not Issued) Valid
000123 (Not Issued) Valid
000124 (Not Issued) Valid
000125 (Not Issued) Valid
000126 (Not Issued) Valid
000127 (Not Issued) Valid
Last modified 03/03/2001 04:37pm by MHS

To de-issue card number 120 from the Manager, double click on the card number with the left mouse button.



Click on the De-Issue button. The Managers name will disappear and "Assigned To" will become blank.

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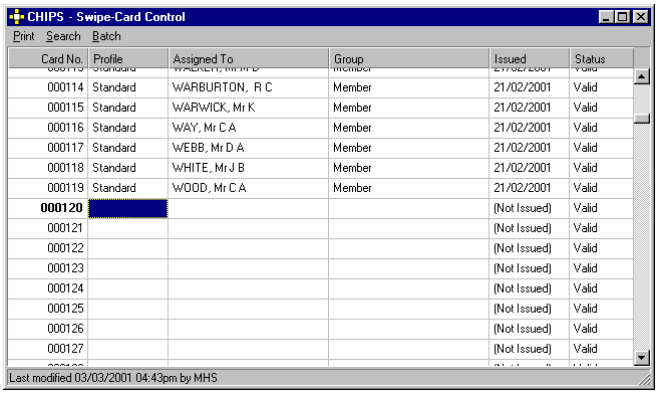
CHIPS - Swipe-Card Control
Print Search Batch
Card No. Profile Assigned To Group Issued Status
000114 Standard WARBURTON, R C Member 21/02/2001 Valid
000115 Standard WARWICK, Mr K Member 21/02/2001 Valid
000116 Standard WAY, Mr C A Member 21/02/2001 Valid
000117 Standard WEBB, Mr D A Member 21/02/2001 Valid
000118 Standard WHITE, Mr J B Member 21/02/2001 Valid
000119 Standard WOOD, Mr C A Member 21/02/2001 Valid
000120 (Not Issued) Valid
000121 (Not Issued) Valid
000122 (Not Issued) Valid
000123 (Not Issued) Valid
000124 (Not Issued) Valid
000125 (Not Issued) Valid
000126 (Not Issued) Valid
000127 (Not Issued) Valid
Last modified 03/03/2001 04:43pm by MHS

Card number 120 will now be shown as Not Issued

- **Searching for a name**

  To find a member in the Card List click the mouse onto the name column, click on the Search menu item. Select “Search”, type in the name or part of the name and click on OK. Chips will go to the first name in the list matching the letters typed. If you wish to search for other, click on the Search menu item and select “Search Again”. Chips will automatically repeat the last search.

- **Searching for a number**

  To find a specific card number in the Card List, click the mouse onto the number column and simply type the card number on the keyboard. Chips will go to that card record if it exists.

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Discounts

Overview

Each till layout must belong to a “Retail Outlet” (usually a physical area of your club such as a such as a bar or a restaurant) and each outlet can have a number of it’s own different till layouts. You may, however, select to restrict operators to selling products within a certain retail outlet. For example, different layouts can be used in the restaurant for lunch and evening meals with drinks also being available to sell from the restaurant till. At the bar, however, you may wish to restrict operators to selling drinks only and no food. A supervisor, however, can be given access to all layouts from any point.

- **Creating and editing Retail Outlets**

  Select the **Sales menu**, select **Retail Structure,** then **Retail Outlets**

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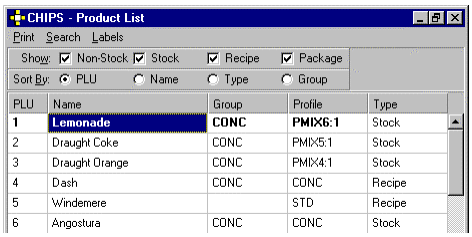
General Options, Hints and Tips

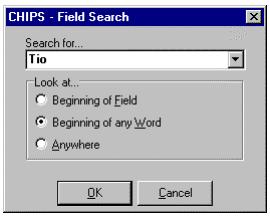
Browsing Data

Almost all the information within Chips will be presented to you in the form of a table. The techniques for browsing data is the same whichever table you are looking at.


CHIPS - Product List
Print Search Labels
Show: Non-Stock Stock Recipe Package
Sort By: PLU Name Type Group
PLU Name Group Profile Type
1 Lemonade CONC PMIX6:1 Stock
2 Draught Coke CONC PMIX5:1 Stock
3 Draught Orange CONC PMIX4:1 Stock
4 Dash CONC CONC Recipe
5 Windemere STD Recipe
6 Angostura CONC CONC Stock

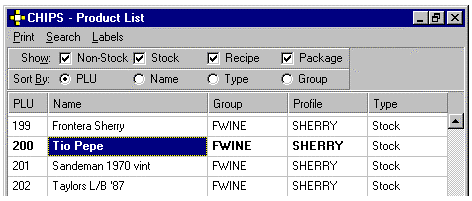
Searching for text (e.g. a name)

To find a record where certain text appears (e.g. a product or members name), click the mouse onto the column where the text will appear and click on the Search menu item.



Select "Search", type in the name or part of the name and click on OK. Chips will go to the first name in the list matching the letters typed. If you wish to search for other, click on the Search menu item and select "Search Again". Chips will automatically repeat the last search.

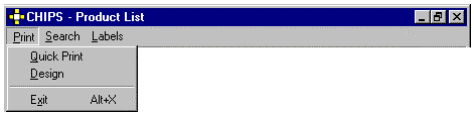
Searching for a record number


CHIPS - Product List
Print Search Labels
Show: Non-Stock Stock Recipe Package
Sort By: PLU Name Type Group
PLU Name Group Profile Type
199 Frontera Sherry FWINE SHERRY Stock
200 Tio Pepe FWINE SHERRY Stock
201 Sandeman 1970 vint FWINE SHERRY Stock
202 Taylors L/B '87 FWINE SHERRY Stock

To find a locate a particular record number, click the mouse onto the number column and simply type the number of the record on the keyboard. Chips will go to that record.

Printing Lists

Chips contains a large number of standard reports available through the reports menu option. In addition, however, any list contained within Chips such as the Price List or Card List, can also be printed using the menu options at the top of the Windows.



Select the Print option and click on Quick Print. This will generate a preview of the document to be printed on the screen (see next page).

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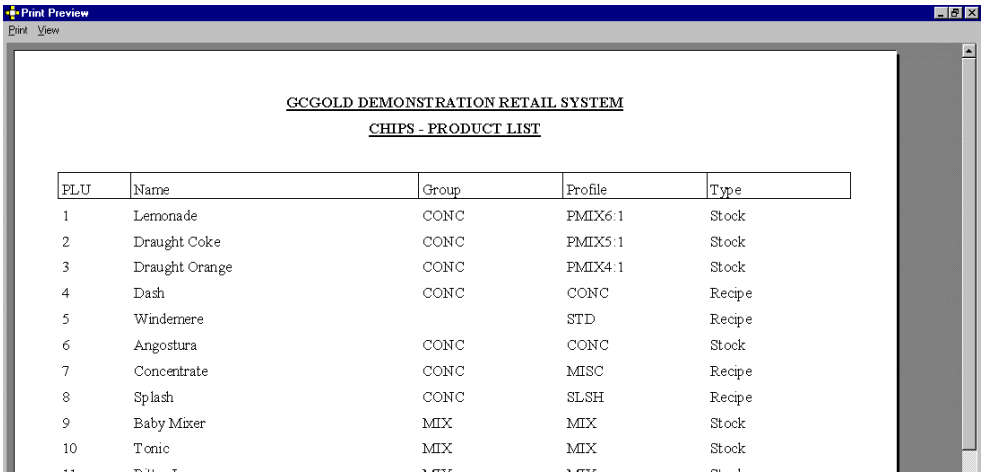
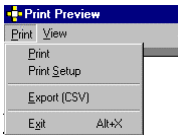
- **On-Screen Print Preview**



PLU	Name	Group	Profile	Type
1	Lemonade	CONC	PMIX6:1	Stock
2	Draught Coke	CONC	PMIX5:1	Stock
3	Draught Orange	CONC	PMIX4:1	Stock
4	Dash	CONC	CONC	Recipe
5	Windemere		STD	Recipe
6	Angostura	CONC	CONC	Stock
7	Concentrate	CONC	MISC	Recipe
8	Splash	CONC	SLSH	Recipe
9	Baby Mixer	MIX	MIX	Stock
10	Tonic	MIX	MIX	Stock

- **Print Options**



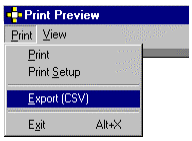
Print

Invokes your standard Windows printer where you can select to print the whole or only part of the report.

Print Setup

Allows you to select a different printer for the report.

- **Exporting data**

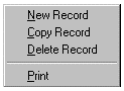


Export (CSV)

Will open a “Save As” box so you can save the contents of the report to a text file on disk and import it into other packages such as Sage or Excel.

Creating, copying and deleting records

You can quickly create, copy and delete records within Chips using the right mouse button.



New Record

Right clicking the mouse anywhere in the list and selecting this option will open a black new record window for this list.

Copy Record

Right clicking the mouse on a specific record and selecting this option creates a copy of that record which can be edited to create a new item.

Delete Record

Right clicking the mouse on a specific record and selecting this option creates a copy of that record which can be edited to create a new item.

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Editing Records

To edit a record double click on the record with the left mouse button to open an edit box. A record can be edited in a number of ways

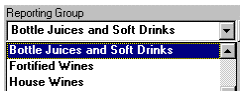
Text Boxes

Click in this box and type the required text.

Check Boxes

Click on the required option

List Boxes



Click on the required option

Browsing the Options

If you are unsure which option to choose from a list or wish to add or edit an item in a list, click on the Browse button next to the list box. This will open up the table for that list where you can use the techniques described above to create, copy, edit or delete items in a table.

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Quick Guides
Adding a new product

1) Select the **Sales menu**, select **Products,** then **Product List**

2) To insert a new product right click on the table and select New Record.
To create a copy of an existing product, click on the product with the right mouse button and select Copy Record.

3) Enter a unique PLU, type a description, select the Stock Group and Product type in the General Page

4) Click on the Till tab if you wish to alter the appearance of the product name on the till.

5) Add non-cost options in the Options Tab

6) Click on the Stock tab and choose the required Stock Profile (which will determine the options appearing in the price list and the cost options on the till.

7) Close and re-start the Chips software (not the PC itself)

8) Select the **Sales menu**, select **Products,** then **Price List**

9) Scroll down to your newly added products and double click on the first entry.

10) Scroll down to your newly added products and double click on the first entry.

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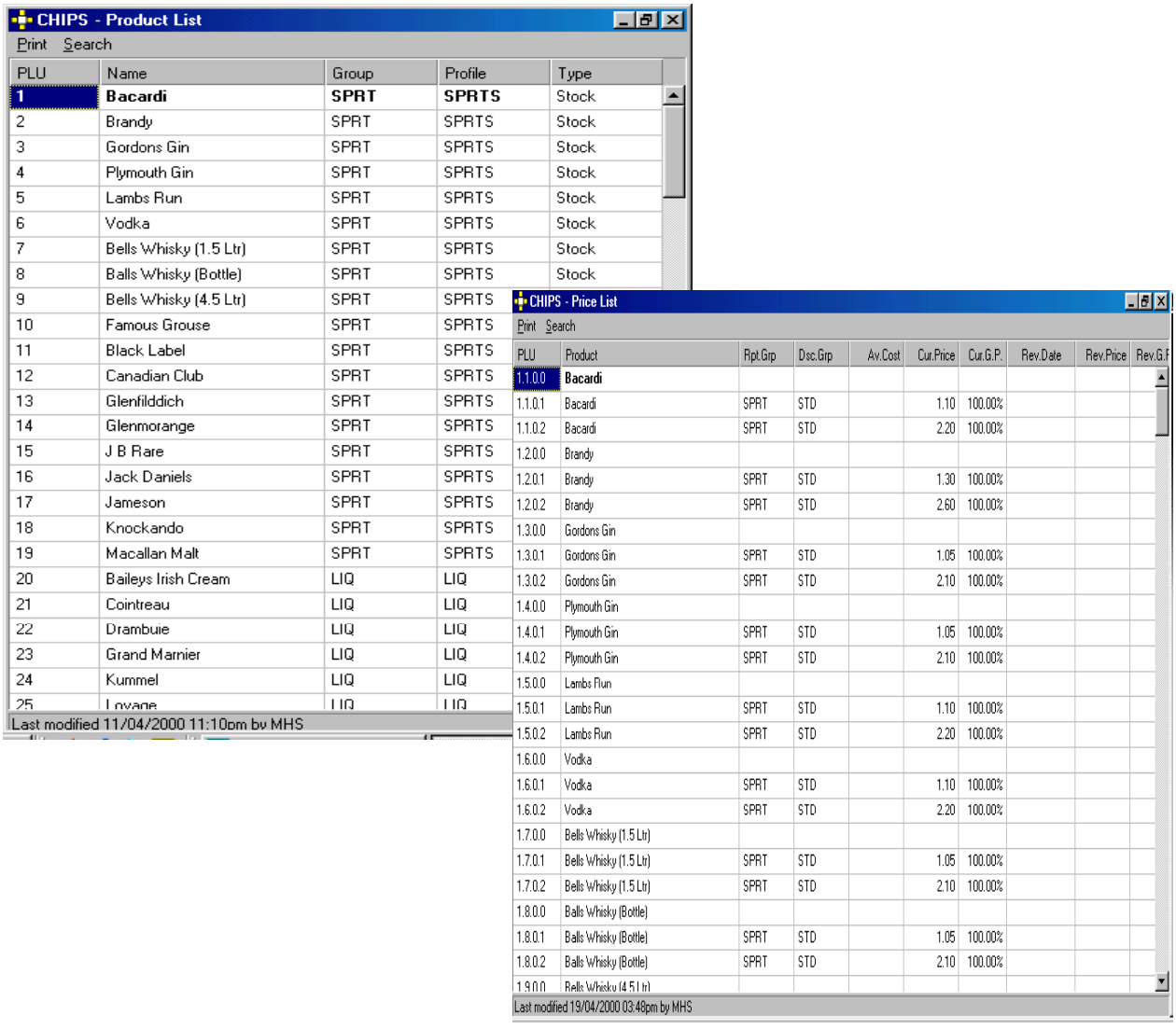
Add New Product

Sales
Product
Product List to end of list and highlight
Insert add new record
Add new PLU (add to PLU group already created if required)
Complete: **Item Description**
Reporting Group
Stock
Stock Profile (see stock profile page for set up)
Do this for each new product


CHIPS - Product List
Print Search
PLU Name Group Profile Type
1 Bacardi SPRT SPRTS Stock
2 Brandy SPRT SPRTS Stock
3 Gordons Gin SPRT SPRTS Stock
4 Plymouth Gin SPRT SPRTS Stock
5 Lambs Run SPRT SPRTS Stock
6 Vodka SPRT SPRTS Stock
7 Bells Whisky (1.5 Ltr) SPRT SPRTS Stock
8 Balls Whisky (Bottle) SPRT SPRTS Stock
9 Bells Whisky (4.5 Ltr) SPRT SPRTS
10 Famous Grouse SPRT SPRTS
11 Black Label SPRT SPRTS
12 Canadian Club SPRT SPRTS
13 Glenfilddich SPRT SPRTS
14 Glenmorange SPRT SPRTS
15 J B Rare SPRT SPRTS
16 Jack Daniels SPRT SPRTS
17 Jameson SPRT SPRTS
18 Knockando SPRT SPRTS
19 Macallan Malt SPRT SPRTS
20 Baileys Irish Cream LIQ LIQ
21 Cointreau LIQ LIQ
22 Drambuie LIQ LIQ
23 Grand Marnier LIQ LIQ
24 Kummel LIQ LIQ
Last modified 11/04/2000 11:10pm by MHS
CHIPS - Price List
Print Search
PLU Product Rpt.Grp Dsc.Grp Av.Cost Cur.Price Cur.G.P. Rev.Date Rev.Price
1.1.0.0 Bacardi
1.1.0.1 Bacardi SPRT STD 1.10 100.00%
1.1.0.2 Bacardi SPRT STD 2.20 100.00%
1.2.0.0 Brandy
1.2.0.1 Brandy SPRT STD 1.30 100.00%
1.2.0.2 Brandy SPRT STD 2.60 100.00%
1.3.0.0 Gordons Gin
1.3.0.1 Gordons Gin SPRT STD 1.05 100.00%
1.3.0.2 Gordons Gin SPRT STD 2.10 100.00%
1.4.0.0 Plymouth Gin
1.4.0.1 Plymouth Gin SPRT STD 1.05 100.00%
1.4.0.2 Plymouth Gin SPRT STD 2.10 100.00%
1.5.0.0 Lambs Run
1.5.0.1 Lambs Run SPRT STD 1.10 100.00%
1.5.0.2 Lambs Run SPRT STD 2.20 100.00%
1.6.0.0 Vodka
1.6.0.1 Vodka SPRT STD 1.10 100.00%
1.6.0.2 Vodka SPRT STD 2.20 100.00%
1.7.0.0 Bells Whisky (1.5 Ltr)
1.7.0.1 Bells Whisky (1.5 Ltr) SPRT STD 1.05 100.00%
1.7.0.2 Bells Whisky (1.5 Ltr) SPRT STD 2.10 100.00%
1.8.0.0 Balls Whisky (Bottle)
1.8.0.1 Balls Whisky (Bottle) SPRT STD 1.05 100.00%
1.8.0.2 Balls Whisky (Bottle) SPRT STD 2.10 100.00%
Last modified 19/04/2000 03:48pm by MHS

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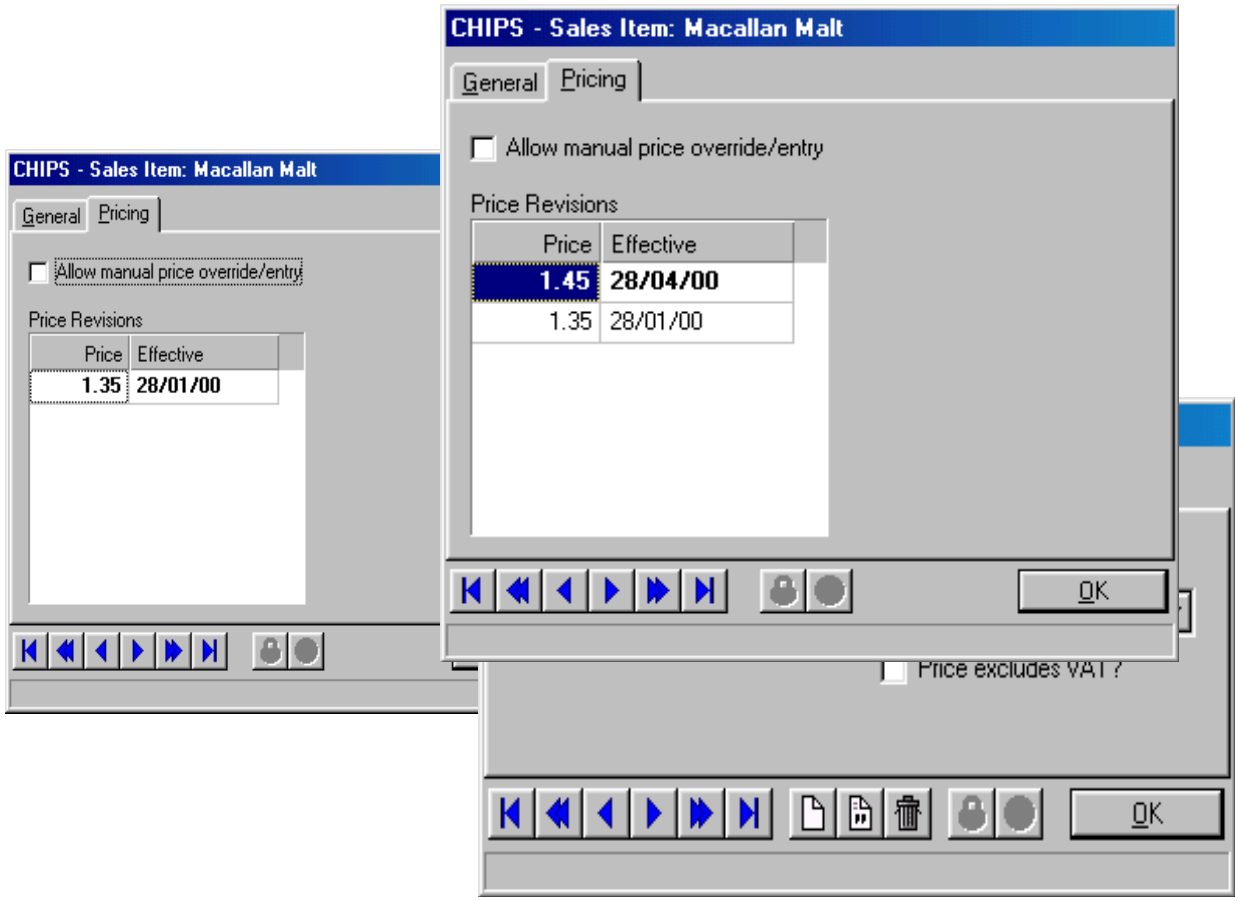
To alter a price

Price List
Highlight product
Select the **Pricing tab**
Double click on white box
Insert new price and the date to be effective from
On saving and exiting the price tab you will see the new price and date from appear at the top of the list of prices.
From the effective date the new price is automatically charged.



WHEN DOING DATE RELATED ACTIONS PLEASE MAKE SURE ALL TILLS / PC'S ARE WORKING TO THE CORRECT DATE—THIS CAUSES PROBLEMS IF DATES ARE DIFFERENT

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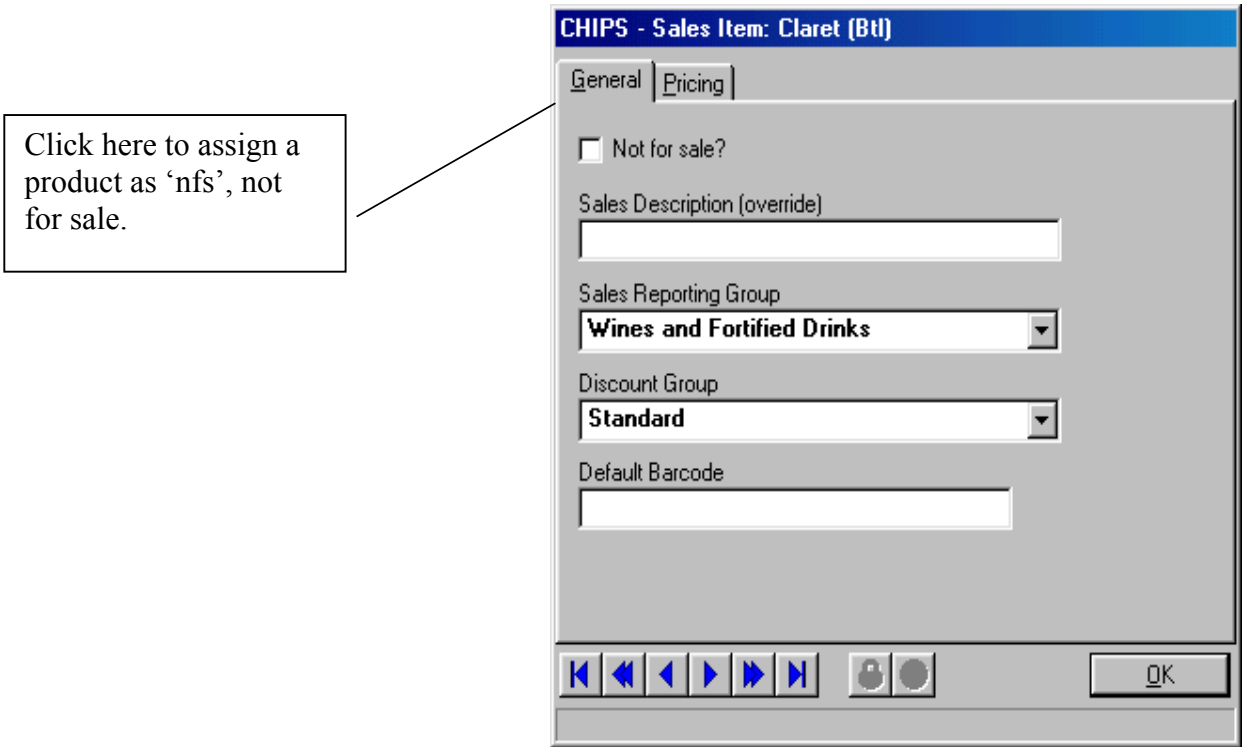
Defining A Product AS ‘nfs’



Defining a product as ‘nfs’, Not For Sale.

- Open the **Price List (Sales - Products - Price List).**
- Double Click over the **Current Price** on the product to be changed.
- Go to the **General** option screen and Double Click in the **Not for sale** dialogue box (a tick appears in the box).
- Click **Padlock**, then click **OK**.
- This product will then show up as **‘nfs’**, Not for sale under **Current Price** on the **CHIPS - Price List**.

NB. This option can be used for product combinations, eg. Admans and lime, Guinness Shandy, that would not normally be sold so that this option does not appear in the modifiers when the product is selected on the till screen. It is a tool through which to manage the layout of the screen.

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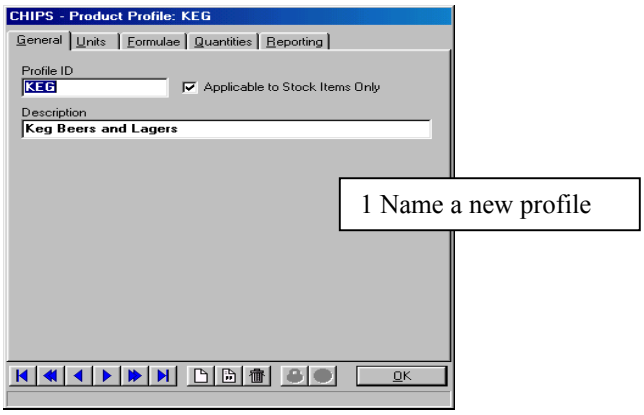
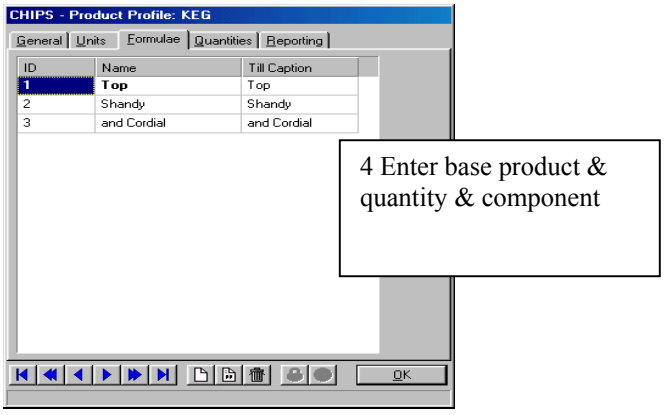
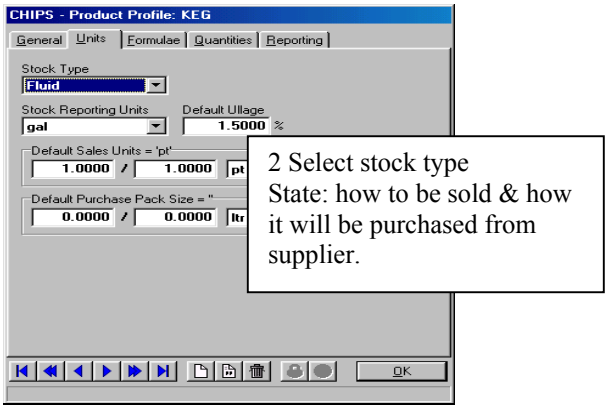
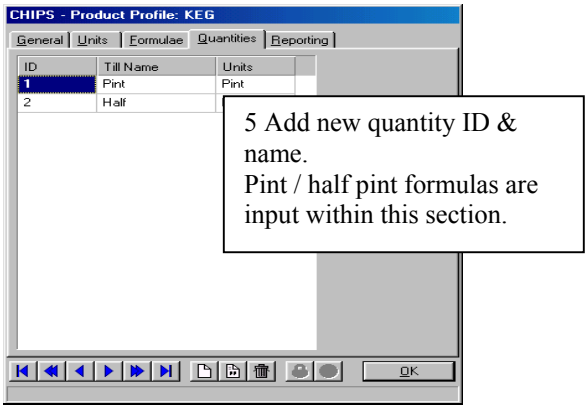
Set Up Stock Profiles

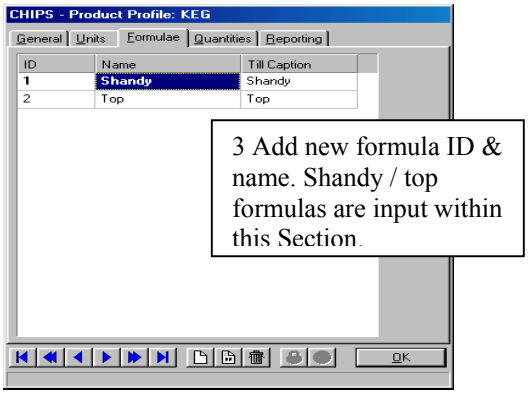
The stock profile determines the way in which the product is: stocked / sold ie shandy / pint etc. Selecting the profile gives the option within the price list to price a pint / half pint shandy etc for each draught beer.

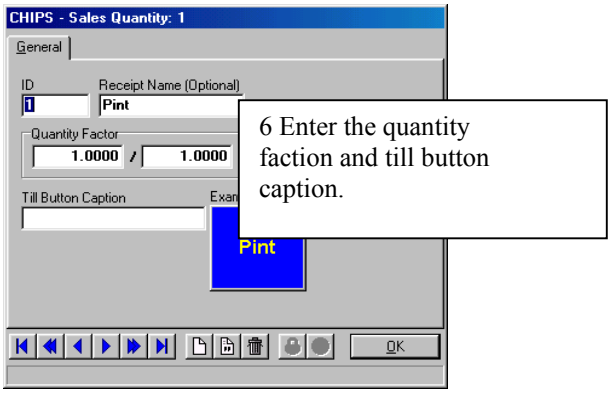












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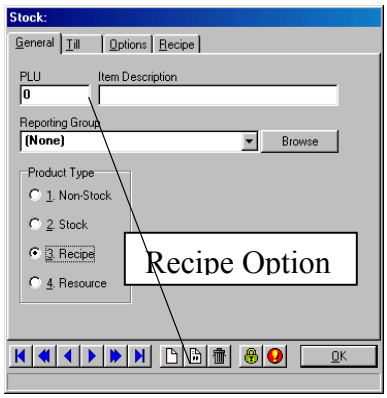
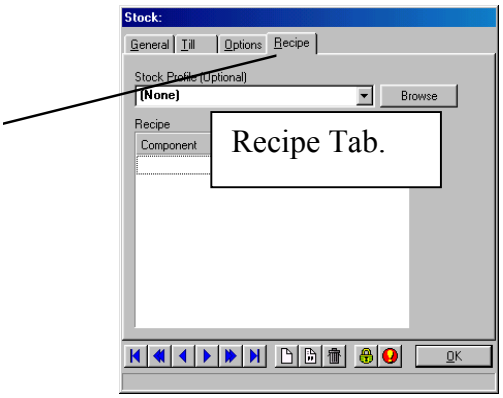
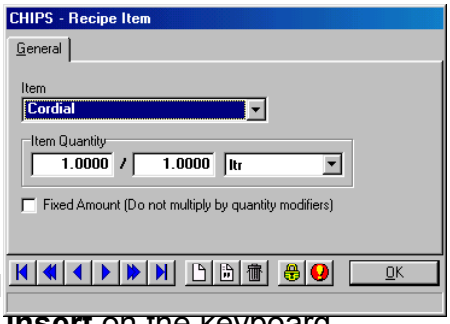
Creating A Recipe







Go to **Sal**

- Press **Insert** on the keyboard.
- Assign a **PLU**, **Item Description** and **Reporting Group**.
- Under **Till** tab write the name of the product in the **Till Button Caption** box.
- Under the **Stock** tab, assign a **Stock Profile** and the cost price of the product under **Av. Cost**.
- Return to **General** tab and under **Product Type** select option **3 - Recipe**.
- Go to **Recipe** tab, press **insert** on the keyboard and assign the required item and quantity.
- Click **Padlock**, then **OK**.
- Repeat this process for all components of the recipe, when finished, click **Padlock**, then **OK**.
- Close the **CHIPS - Product List**.
- Assign the new product a till button (see **Assigning a Product a Till Button**).

Creating A Reporting Group

Go to **Sales—Products—Stock Groups**.
Press **Insert.**
Assign a **Group ID** (abbreviated name of group) and a **Group Name**.
Click **Padlock**, then **OK.**

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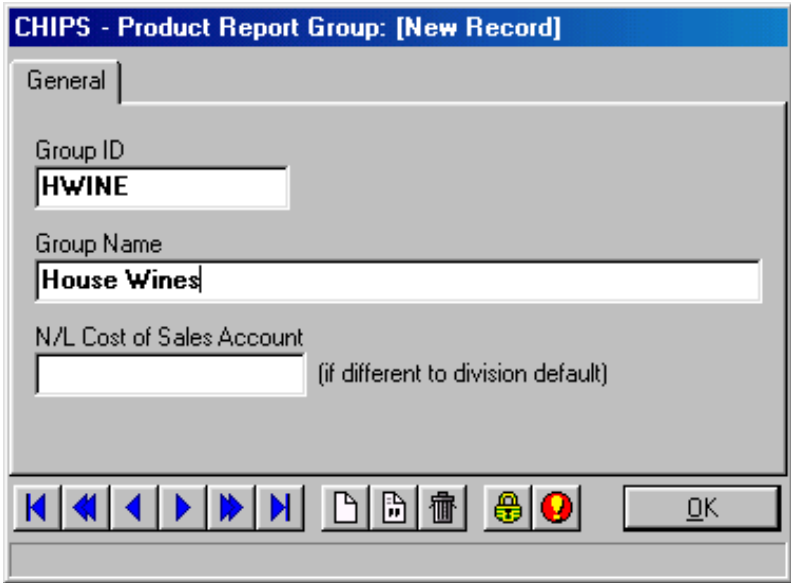

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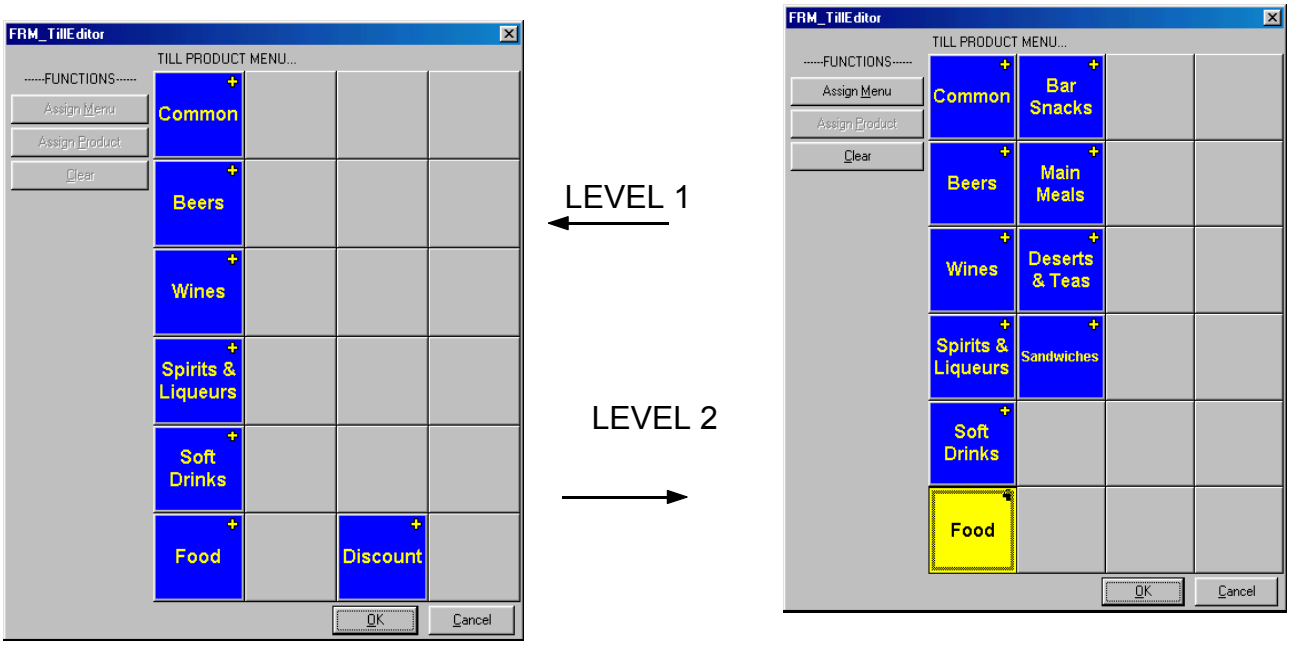
Adding A Button To The Till

Retail structure
Retail outlet
Select outlet
Till layout
Double click outlet
Edit layout
You will then see the till as currently set out TILL PRODUCT MENU

Level 1 This level creates the main menu options such as beers, food, soft drinks etc.

To create a main menu button select the required box and then select the **'assign menu'** button naming the button as appropriate. Select the named menu button this then goes yellow and creates level 2.



Level 2 This level can have a further menu below the main level or a box ban be allocated a product. To add a further level go through steps as above. To assign a product to a box highlight relevant box and select **'assign product'** button and select product required from list. If a sub menu is created on Level 2 any number of further levels can be created until you are at the stage where a number of product boxes can be created. The Level active when allocating a product is highlighted in yellow.

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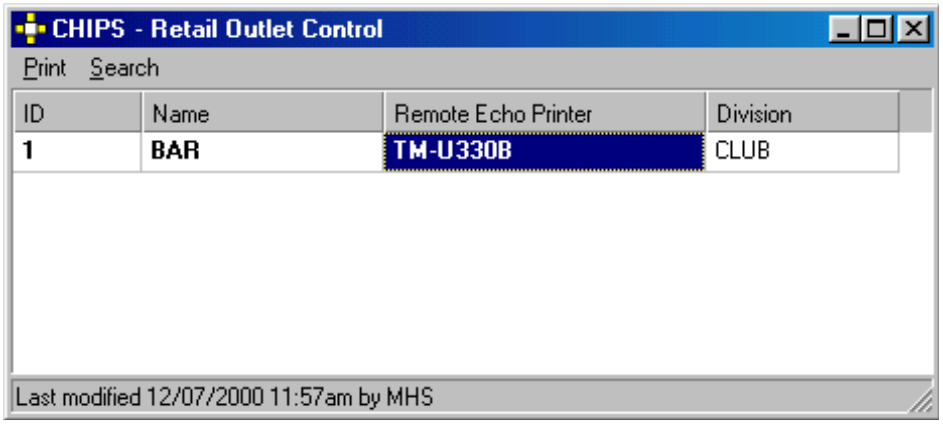
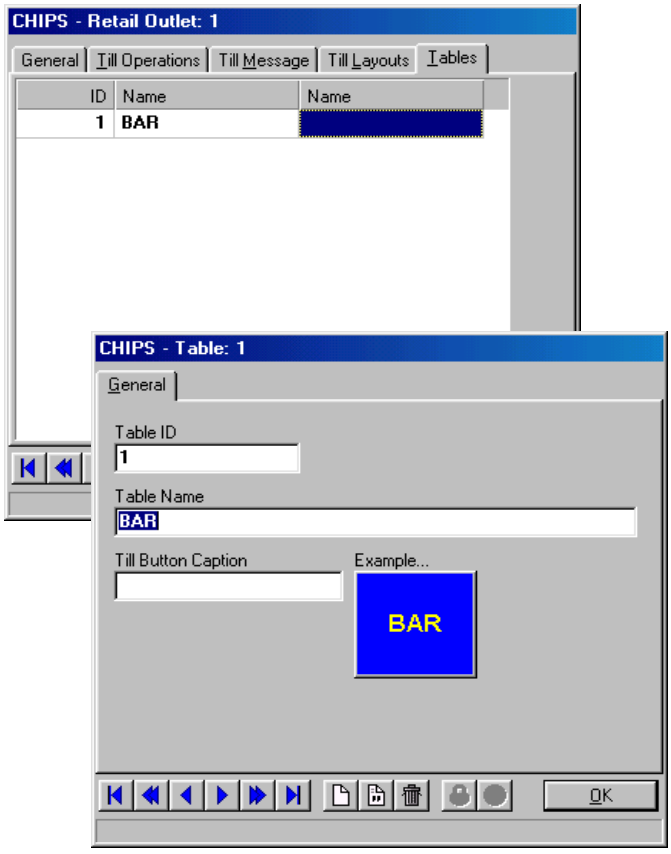
How To Identify An Order - Setting Up

Go to:

Sales
Retail outlet



Double click **BAR**
Table s



Insert new ‘table’
Next consecutive number
Name the ‘table’ BAR
OK

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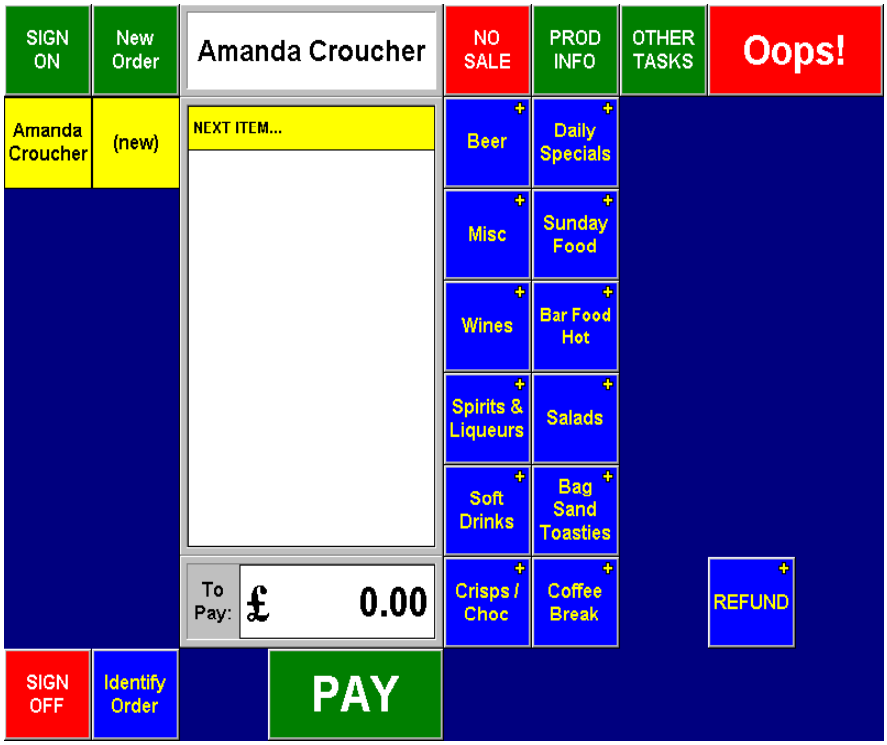
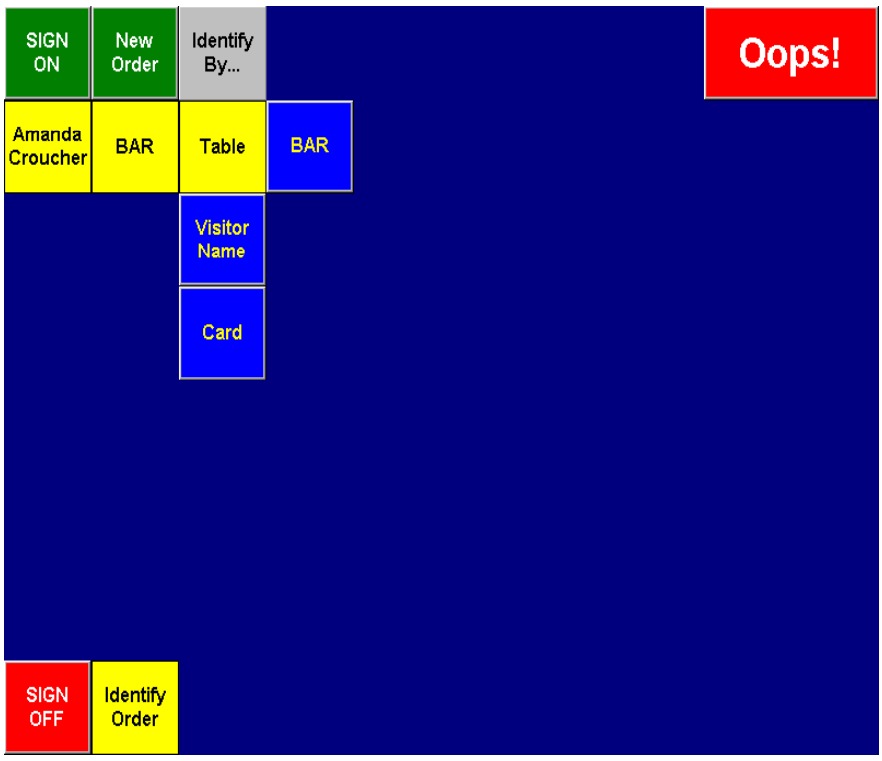
When wishing to identify an order create your order and then select the 'identify order' button.



Select the button named BAR and this will identify your order on the screen & receipt



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Refunding

If refunding during a transaction the following actions should be followed.

(1). Refund for a resalable product (ie. unopened bottle of wine).

(a). During transaction: highlight the product to be refunded and placed back into stock, press the 'no sale' button and the product disappears from the display.

(b). After a completed transaction. Select product to go back into stock. Select QTY—1 product and the amount in the order window turns red. Pay and the refund either goes back onto members card or cash is given.

(2). Refund of a non-resalable product (ie. pint of beer). All draught products should be set for 'manual price override' allowable when setting up the price within the price list.

(a). During the transaction, providing the product has been 'pulled', set the price to zero and sell the product at that price.

(b). After the transaction, use the refund button (see below).

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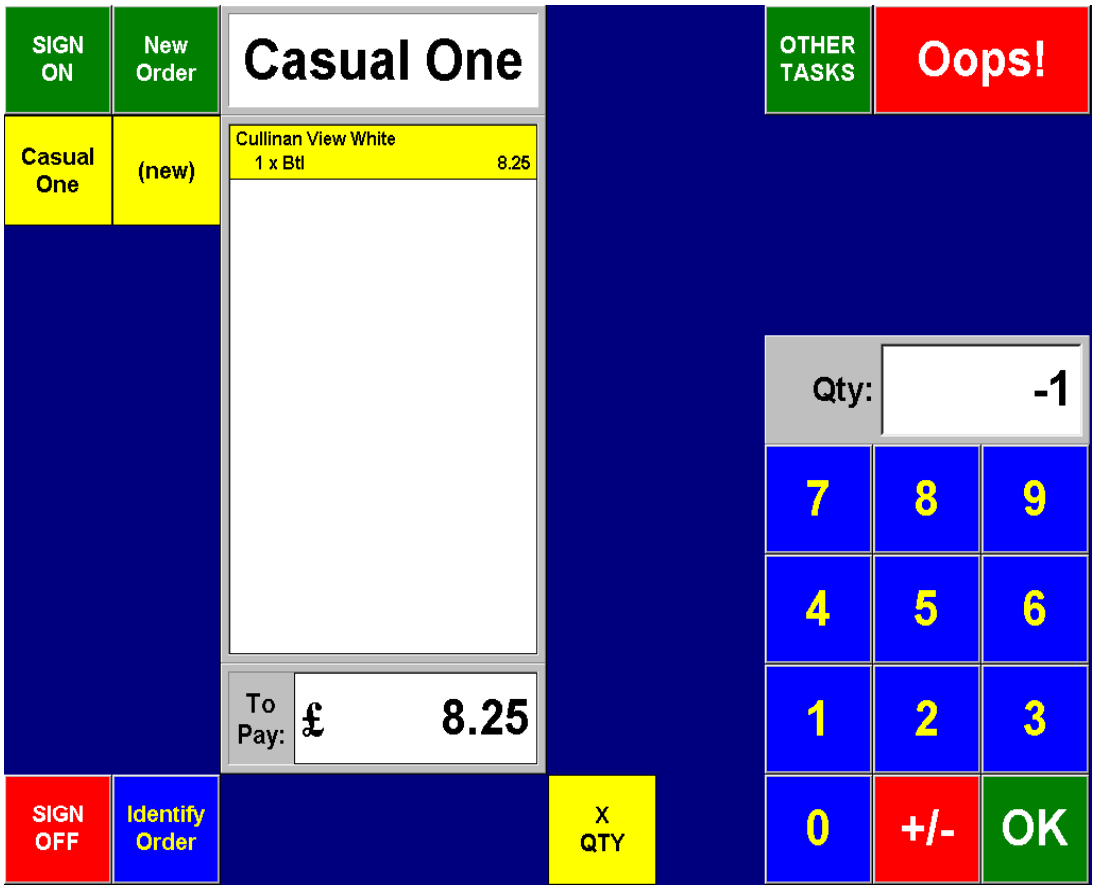
Creating a refund button.
Create a new product called Refund and assign it its own Reporting Group. Make the product a non-stock item.
Assign Refund its own till button, firstly by creating a refund menu at level 1, then assigning a button under this menu.

Procedure for using a Refund button on the till.
Press **Refund** button, in the price frame assign the total price of the refund. Press **OK**.
Go to **X QTY**, assign a value of—(minus) one. Press **OK**.
Go to **PAY**, select method of payment, press **OK**, press **REFUND GIVEN**.



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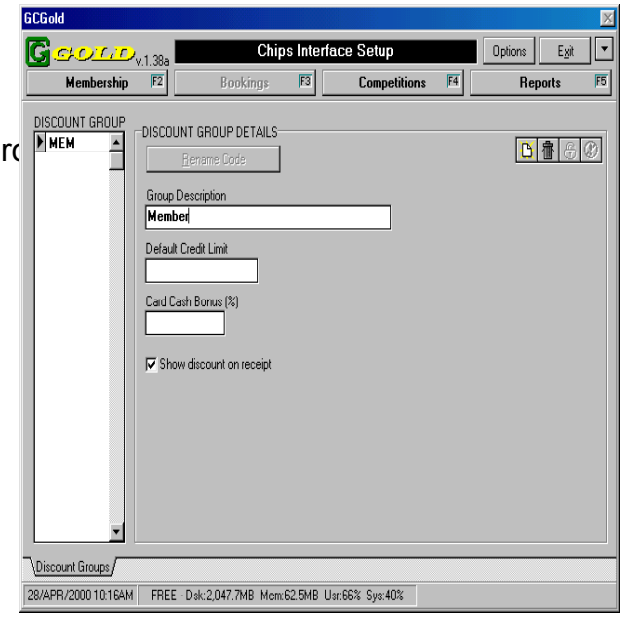
Creating Discount Groups

By creating discount groups it is possible to give all members of that group a set discount on the group of products the discount group applies to.
The following shows how to create a discount group, select the appropriate club members and give them a member of the correct discount group and then allocate a discount to certain products.

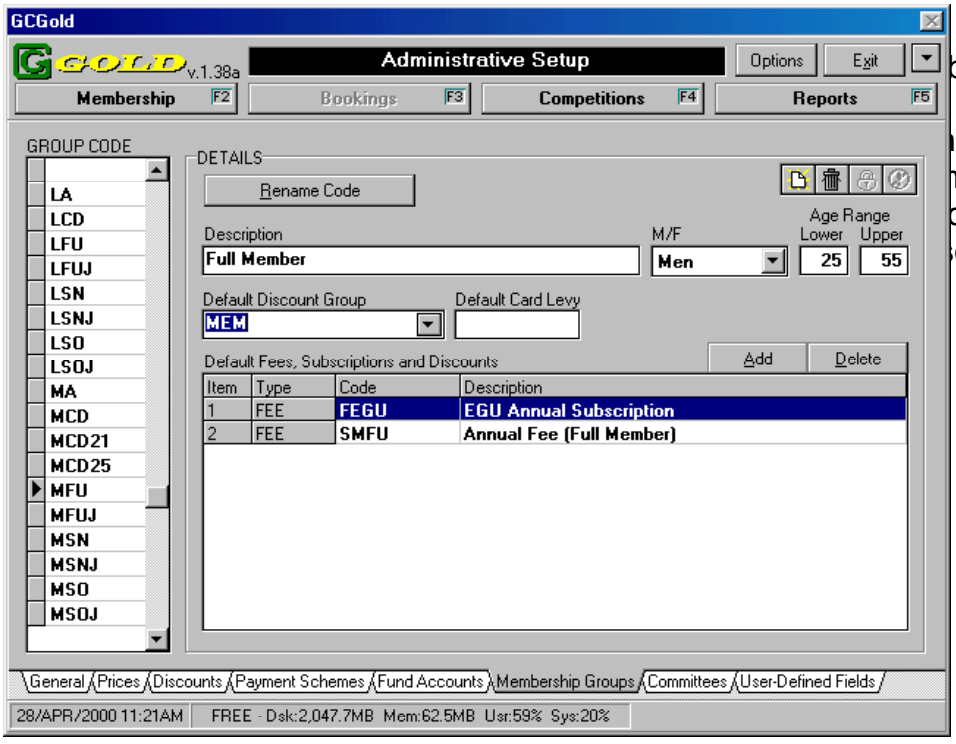
- **GC Gold**

CTRL+F12—Chips Interface Setup
Insert new record
Name discount code ie MEM
Complete description ie Member
Only complete default credit limit if appr
Complete ID & Name.

Repeat this for each discount group
group.



F12
For the members get the correct
group has to be attached to the
below).



bers to get the standard
on all
of the group codes listed
mbership codes tab must
dard discount selected in
count group field.

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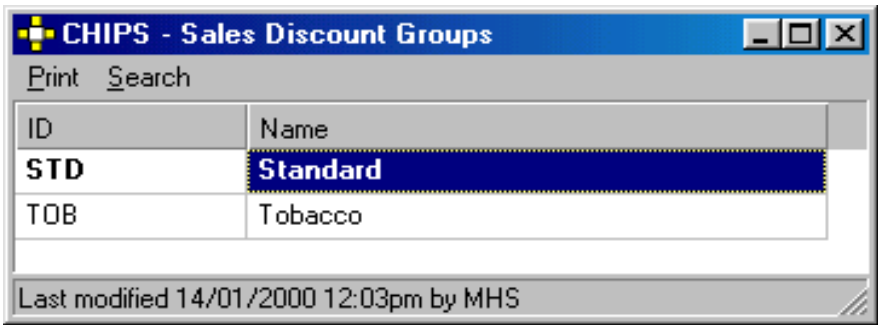
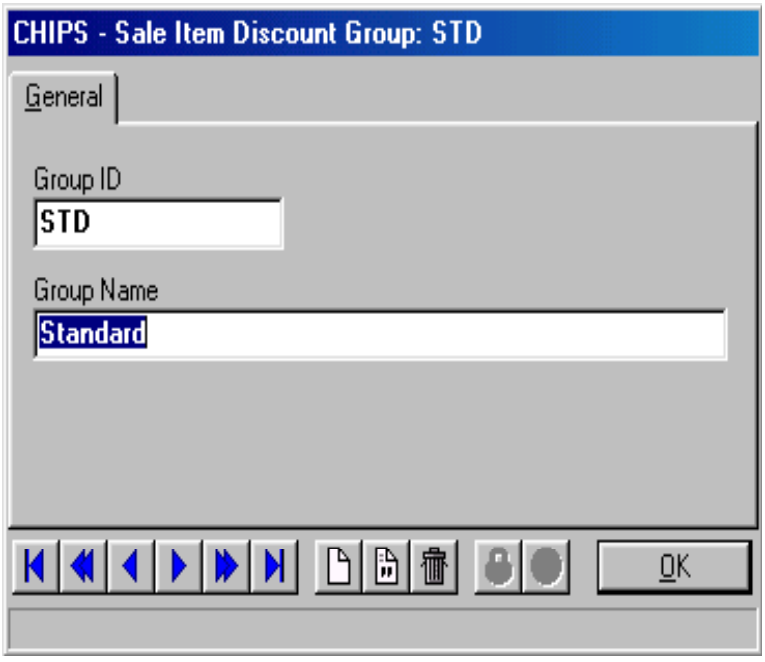
- **Chips**

Sales
Product
Price Discount Group
Insert new record
Complete ID & Name as appropriate.



Sales
Product
Sales Discount Profil
Double click to open



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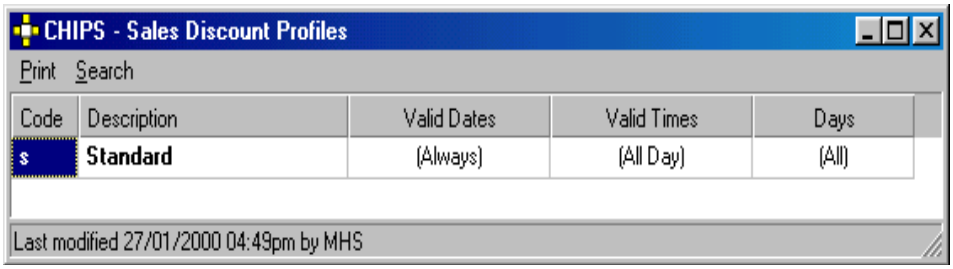
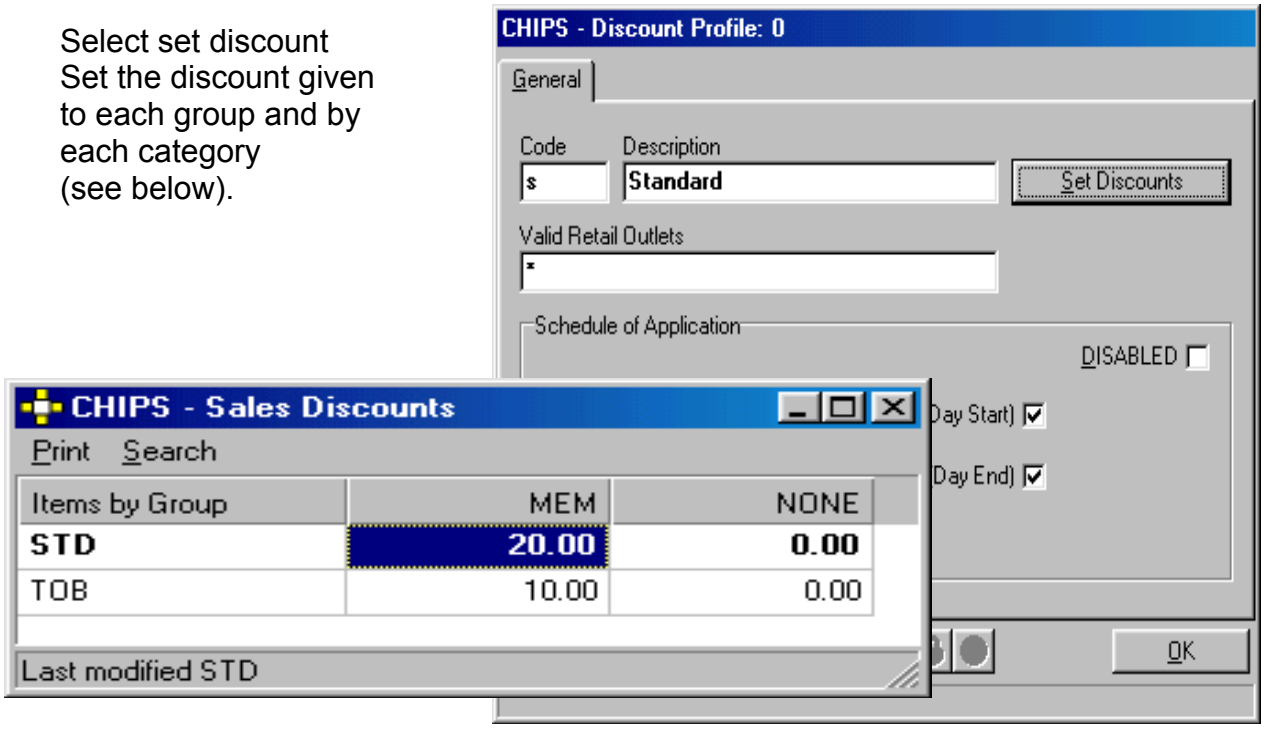
To set the amount of the discount
Sales
Product
Sales Discount Profiles
Double click s
Profile parameter box opens



Complete parameters as required.

Select set discount
Set the discount given to each group and by each category
(see below).



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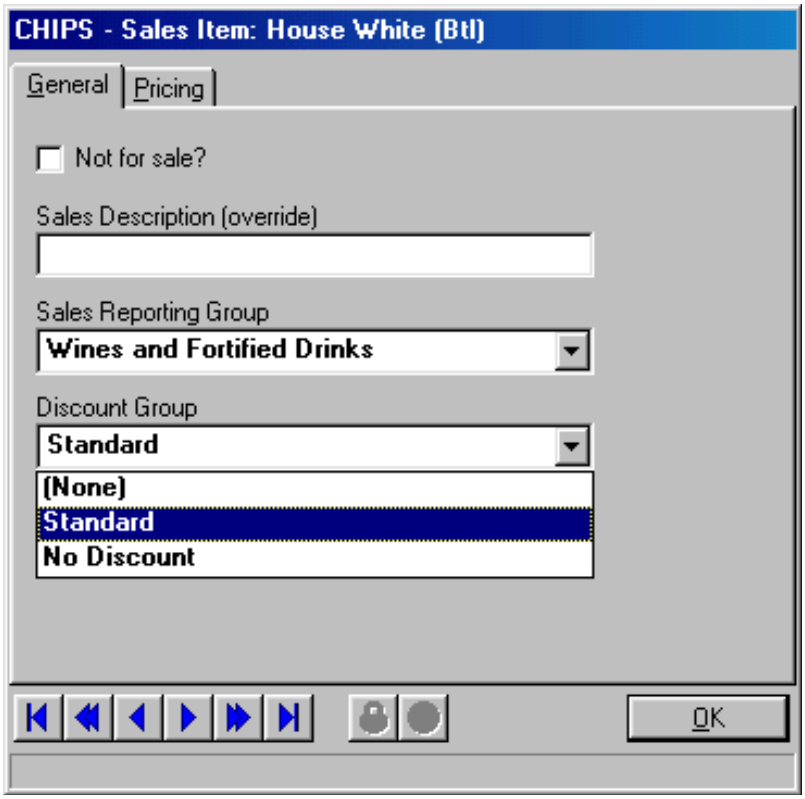
Changing Discount Assigned To A Product

- Open the **Price List (Sales - Products - Price List)**
- Double click over the name of the product to be changed.
- In the **CHIPS—Sales Item window**, click on the **Discount Group** 'dropdown' menu, highlight and click on the required discount level.
- Click **Padlock** and **OK.**



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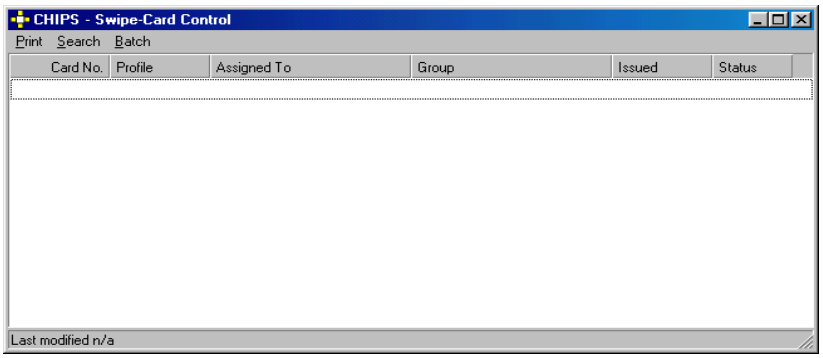
Issuing New Swipe Cards

Sales
Swipe Cards
Card List

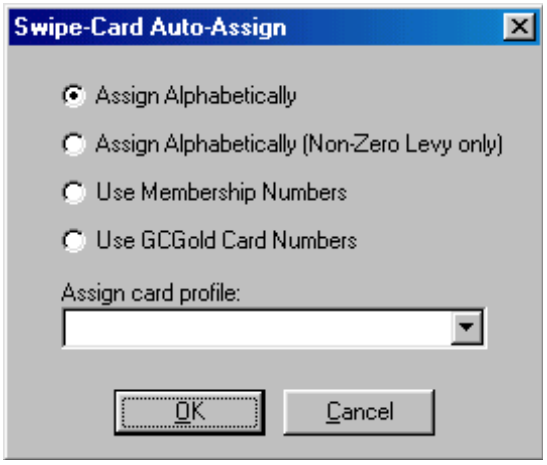


To issue a batch of card numbers

Batch

Load—enter range of numbered cards to be loaded

If issuing cards to the whole membership select assign and choose as required



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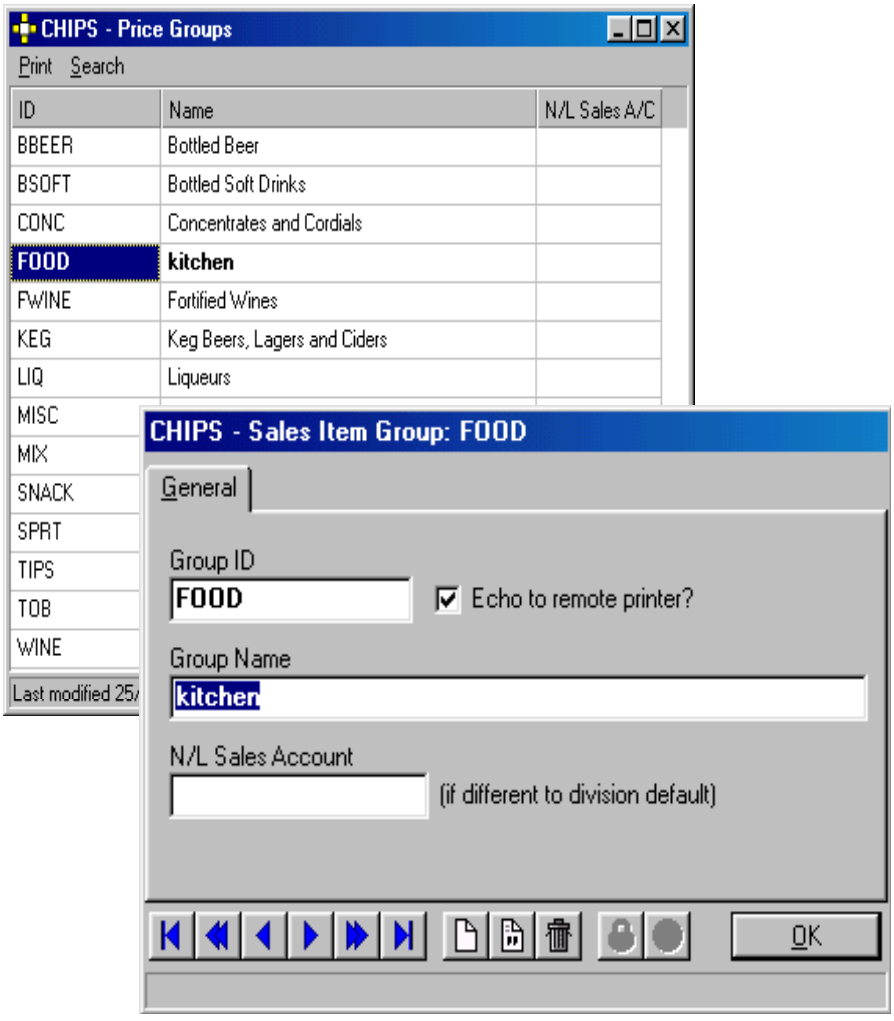
Printing To Kitchen Printer

If you have a kitchen printer only the products coming from the kitchen need to be sent through from the respective till. To enable this to happen select:

Sales
Product
Sales Group
Select the group of products ie food
Mark the Echo to remote printer box (as below)



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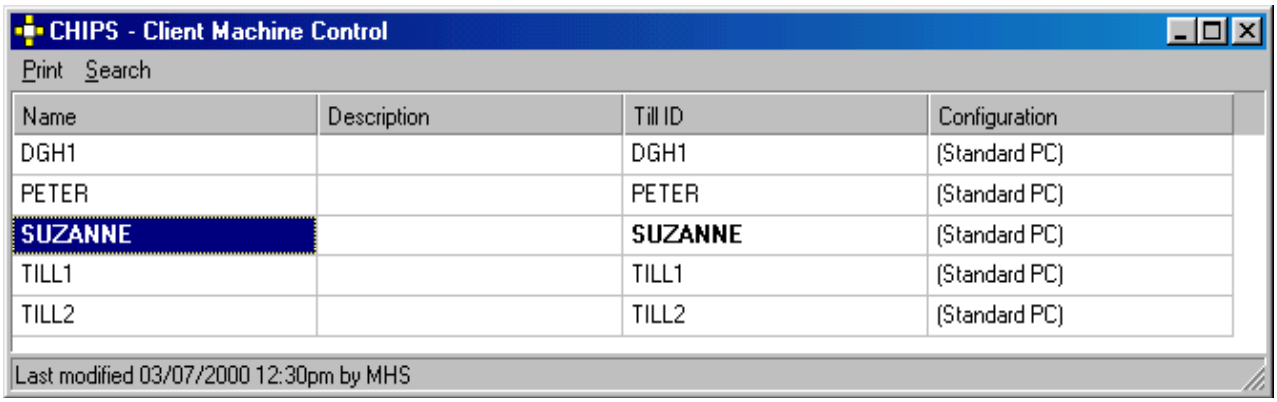
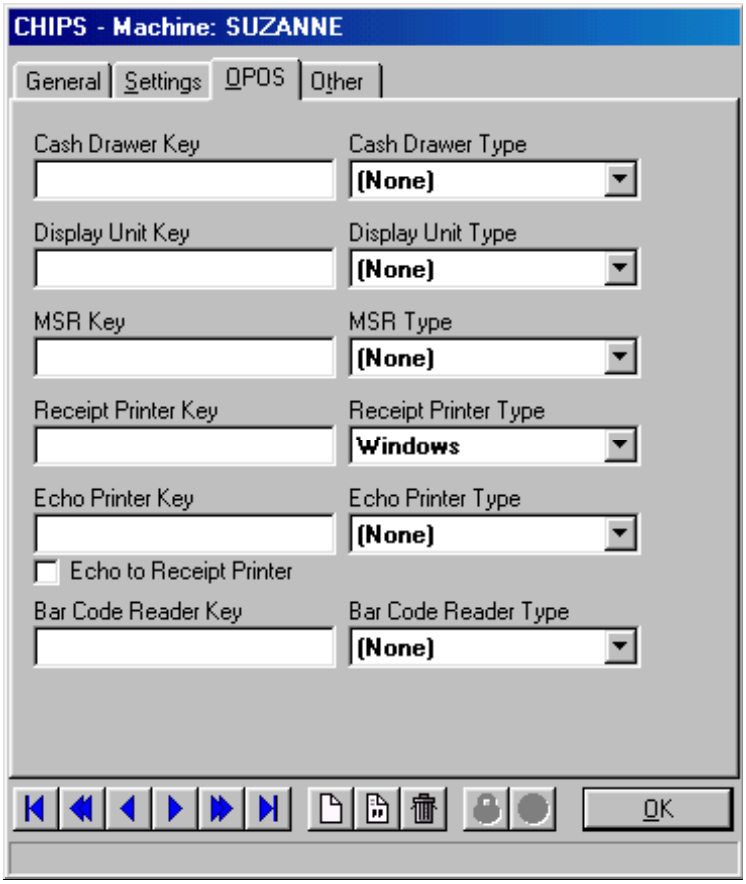
Customising Machine Set Up

Chips
Configuration
Machines



For example any 'back office' machine should be customised so that the receipt printer prints to windows and not to a till printer.

To do this:
Select machine name
OPOS
Receipt printer type = windows
When setting up / checking the printer options set for a till, this screen is where you should check.



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How To Start Your Stock Control

Complete the first Purchase Order - reference this as 'initial stock'.
Sales
Products
Purchase Order
Add all products
Double click on first product enter current stock on the **'goods received'** line making sure that the
received radio button is selected
Enter the **'price each'** as price per packet
Close Chips and then re-open—the stock will then be adjusted

Then do a **Current Stock Valuation** dated day of or after the purchase order
Reports
Print
Standard
Retail
Stock Reports
To do stock reports during the month use the start reporting date as the date of the purchase order
At the month end do a **Stock Audit**
Sales
Products
Stock Audit—current date
Complete each line as per current stock - this will act as the end of month stock take and the start of next months stock
Then do a **Period Stock Shrinkage report**—this then gives you the difference between last months stock and the new stock audit done
Doing a **Current Valuation Report** at this stage using the last stock audit report date gives
current stock value.

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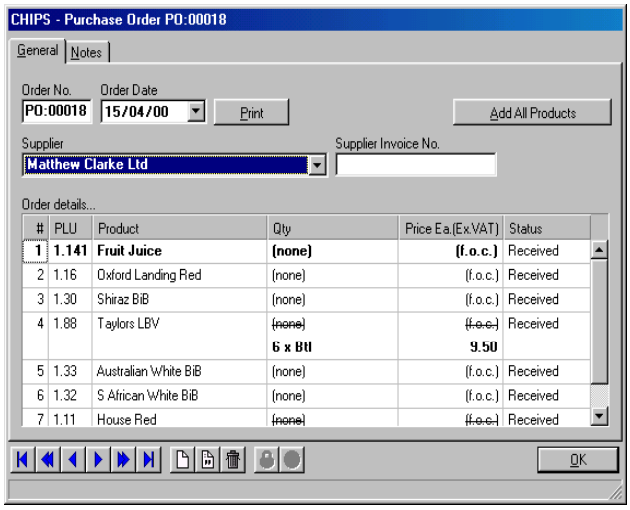
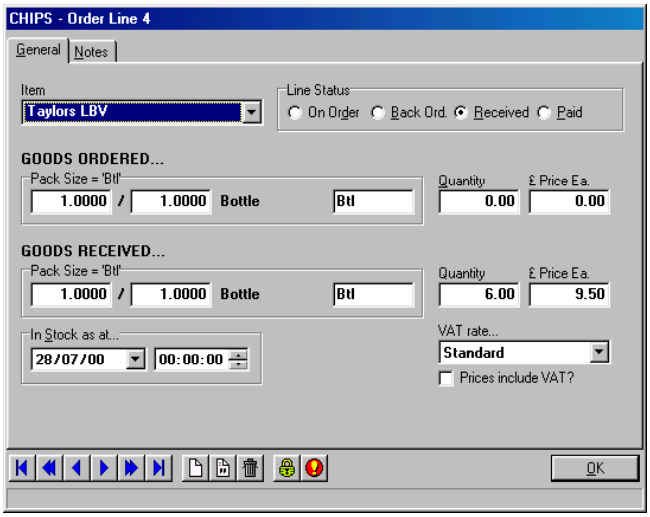
Purchase Order

(Ordering and Receiving of Goods).


CHIPS - Purchase Order PO:00018
General
Notes
Order No.
PO:00018
Order Date
15/04/00
Print
Add All Products
Supplier
Matthew Clarke Ltd
Supplier Invoice No.
Order details...
PLU Product Qty Price Ea.(Ex.VAT) Status
1 1.141 Fruit Juice (none) (f.o.c.) Received
2 1.16 Oxford Landing Red (none) (f.o.c.) Received
3 1.30 Shiraz BiB (none) (f.o.c.) Received
4 1.88 Taylors LBV (none) (f.o.c.) Received
6 x Btl 9.50
5 1.33 Australian White BiB (none) (f.o.c.) Received
6 1.32 S African White BiB (none) (f.o.c.) Received
7 1.11 House Red (none) (f.o.c.) Received
OK



- **Ordering**

Go to **Sales—Products—Purchase Orders**, brings up **CHIPS—Purchase Orders** window.

Press **insert** on the keyboard and click on **Add all products**.

Double click on the product to be entered.

Under **GOODS ORDERED…** check pack size and alter if necessary.

Enter **Quantity** ordered and **£ Price Ea**.

Click **Padlock**, then **OK**.

- **Receiving**

Go to the **Purchase Order** and select the product received.

Select the ***received*** radio button. This will transfer the ordered amount into the received box—amend this amount if only a part order received. (When looking at the overview of the purchase order a line will appear through the line when an amount has been adjusted).

The current stock will be updated with the goods received once CHIPS has been closed and re-opened.

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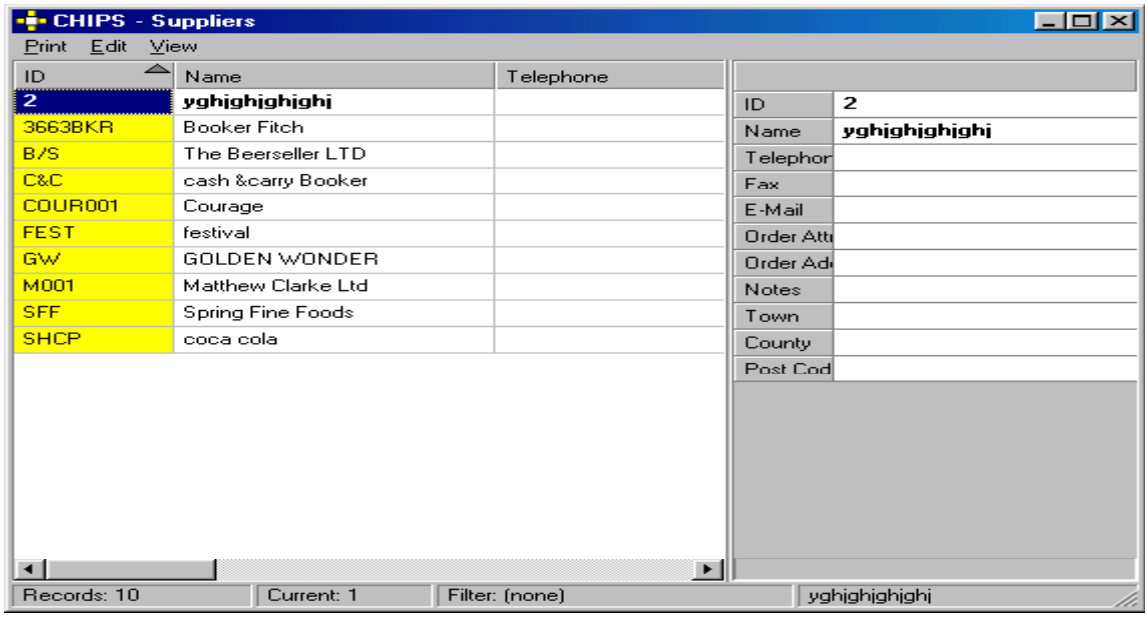
Supplier List



Sales – Suppliers – Supplier List. Press **Insert.**
Under the **General Tab**, fill in **ID** (account number), **Name of supplier** and **Ordering Address.**
Under the Contacts Tab, double click on the entered supplier. Fill in details as required, including any notes. Click **Padlock** and **OK.**
Click **Purchasing Tab**, enter **Purchase Order Addressee** – Click **Padlock** and **OK.**

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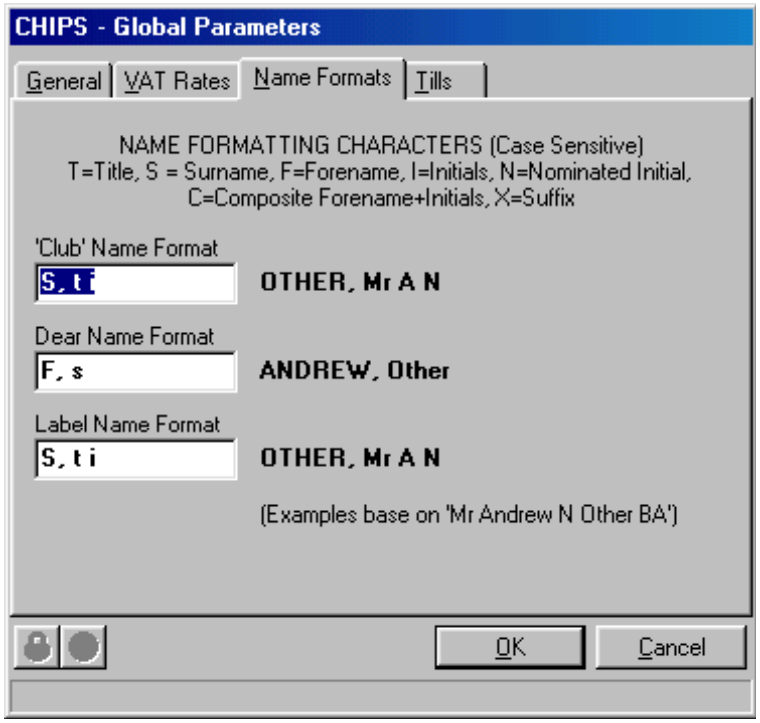
Global Parameters
To Change Format of Names Appearing in CHIPS

Chips
Global parameters
Name format
Follow instructions and select as required.



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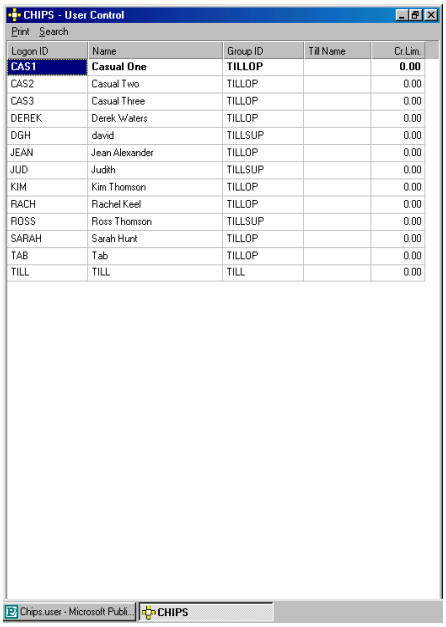
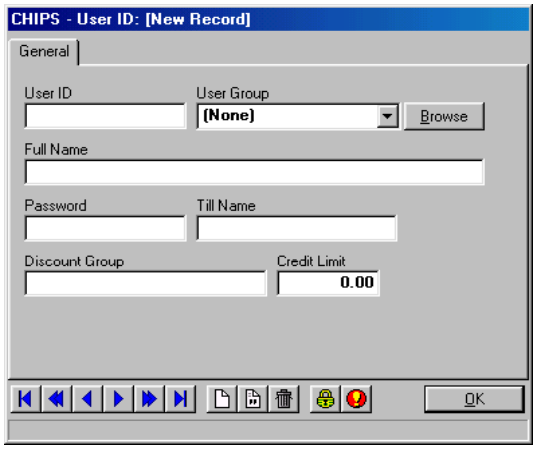
User Controls


CHIPS - User Control
Print Search
Logon ID Name Group ID Till Name Cr.Lim.
CAS1 Casual One TILLOP 0.00
CAS2 Casual Two TILLOP 0.00
CAS3 Casual Three TILLOP 0.00
DEREK Derek Waters TILLOP 0.00
DGH david TILLSUP 0.00
JEAN Jean Alexander TILLOP 0.00
JUD Judith TILLSUP 0.00
KIM Kim Thomson TILLOP 0.00
RACH Rachel Keel TILLOP 0.00
ROSS Ross Thomson TILLSUP 0.00
SARAH Sarah Hunt TILLOP 0.00
TAB Tab TILLOP 0.00
TILL TILL TILL 0.00
Chips.user - Microsoft Publi...
CHIPS



- **Adding a New User.**
  - Select **Chips, User Control, User List**.
  - press **insert** on the keyboard.
  - Assign a **User ID**, a **User Group** (using the 'dropdown' menu), enter the **Full Name** and **Till Name** (name that appears on the till button).
  - Click on **Padlock** and then **OK.**

- **Deleting a User.**
  - Select **Chips, User Control, User List.**
  - Right click mouse button over user to be deleted, highlight **Delete Record,** left click mouse.

- **Modifying the Access characteristics of a User.**
  - Select **Chips, User Control, User List.**
  - Double click right mouse button over the name of the user to be modified.
  - select 'dropdown' menu on **User Groups**.
  - Highlight and select new **Group**.

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Reports

- **Stock Reports.**
  - **Stock Valuation Report.**
    Current stock and its valuation. Used for current stock levels and value of level of stock.

  - **Shrinkage Report.**
    Shows shrinkage over a period.
    (1). Budget ullage is determined by entry on the Product List ullage field.
    (2). Actual gives wastage over and above the amount that was budgeted for above under ullage.

  - **Period Stock Movement Summary.**
    Summary of opening, brought in, sold, closing and movement of stock over a given period by PLU. Used to give total overview of all activities on a PLU for a given period.

  - **Stock Audit Sheet.**
    Prints an audit sheet listing all PLU's to be accounted for in the audit and the level of Stock in the system at the time.

  - **Period Transaction Summary.**
    A breakdown of all transactions for a PLU over a given period. All receipt numbers are shown against each PLU.

- **Card Balances.**
  Swipe card balances available, other options will be released in further versions of the software.

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